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(12) **United States Patent**  
**Woodard et al.**

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(54) **INTEGRATED REAL ESTATE SHOWING  
SCHEDULING AND KEY MANAGEMENT  
SYSTEM**

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(US)
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- (73) Assignee: **ShowingTime.com, Inc.**, Chicago, IL  
(US)
- (\*) Notice: Subject to any disclaimer, the term of this  
patent is extended or adjusted under 35  
U.S.C. 154(b) by 338 days.

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(65) **Prior Publication Data**

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**Related U.S. Application Data**

- (63) Continuation-in-part of application No. 12/757,142,  
filed on Apr. 9, 2010, now Pat. No. 8,754,744.

(51) **Int. Cl.**

**G06Q 10/06** (2012.01)  
**G06Q 10/10** (2012.01)  
**G06Q 50/16** (2012.01)  
**G07F 11/00** (2006.01)  
**G07C 9/00** (2006.01)

(52) **U.S. Cl.**

CPC ..... **G06Q 50/16** (2013.01); **G06Q 10/06311**  
(2013.01); **G06Q 10/1095** (2013.01); **G06Q**  
**10/1097** (2013.01); **G07C 9/00571** (2013.01);  
**G07F 11/002** (2013.01)

(58) **Field of Classification Search**

None

See application file for complete search history.

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(Continued)

*Primary Examiner* — Mohamed Barakat

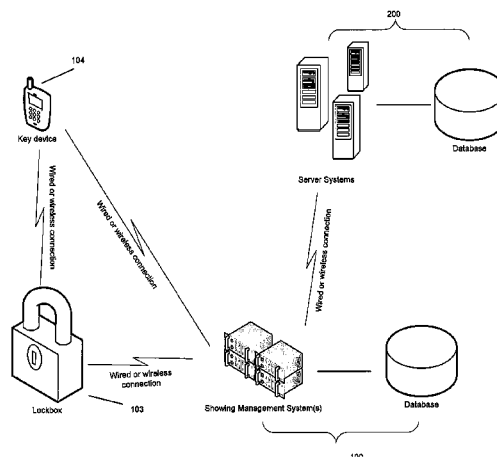
(74) *Attorney, Agent, or Firm* — Depeng Bi; Law Offices of  
Konrad Sherinian

(57)

**ABSTRACT**

A system and method for dispensing a key from a key kiosk disposed at a realtor's office near a real property based on a showing appointment scheduled with a showing scheduling system. The appointment, including a date and time, as well as an authorized user is communicated from the showing scheduling system to the key kiosk. The user then authenticates herself or himself to the kiosk at the appropriate time, and the key is dispensed. The kiosk authenticates the user by scanning a QR code or using the physical location of the user. The kiosk will not dispense the key if the user has a different key that is checked out, but not returned yet. The key can be returned to the kiosk where it is dispensed, or a different key kiosk. The kiosk also dispenses a single common key when the user shows multiple properties.

**12 Claims, 36 Drawing Sheets**



(56)

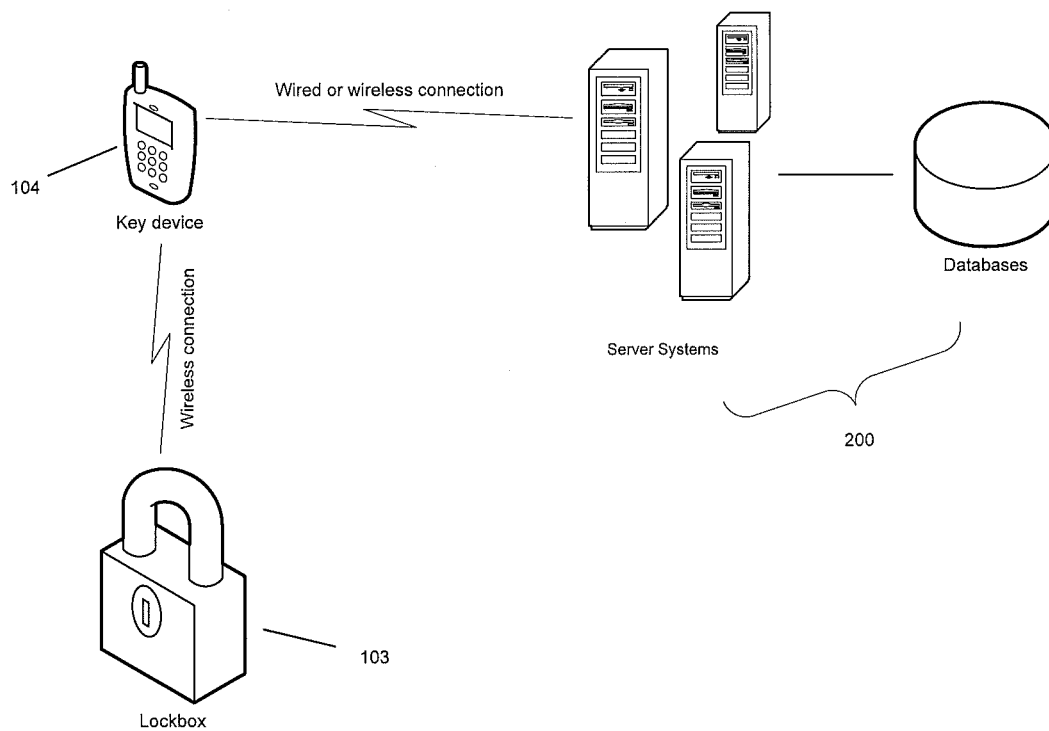
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**FIG. 1**

(Prior Art)



**FIG. 2**

(Prior Art)

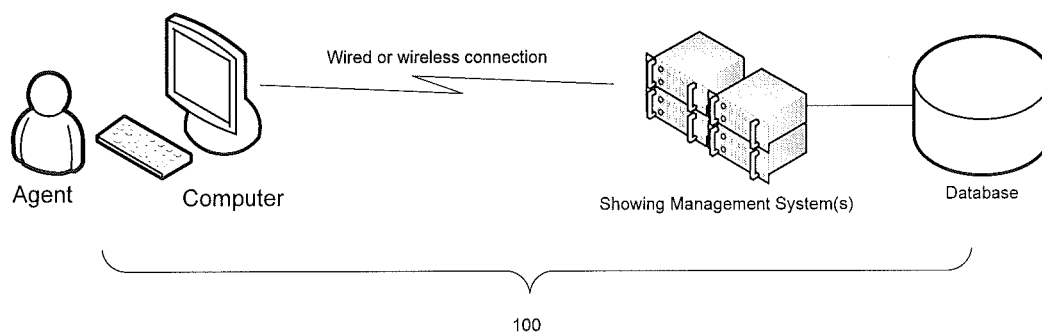


FIG. 3A

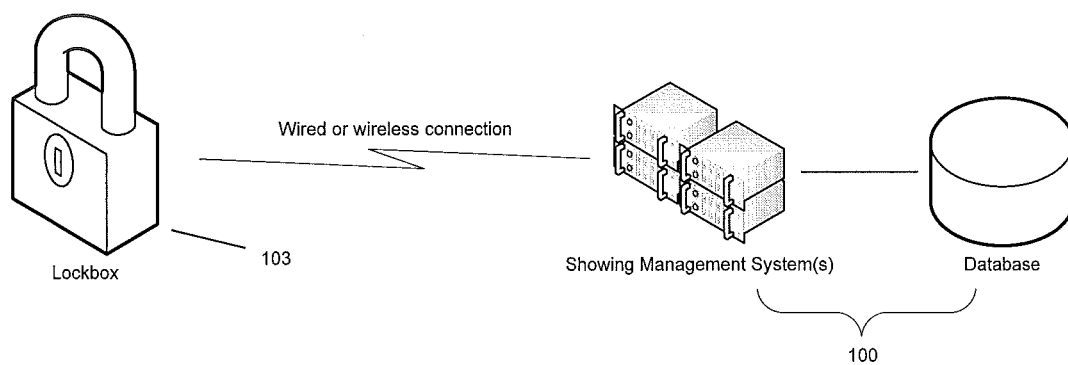


FIG. 3B

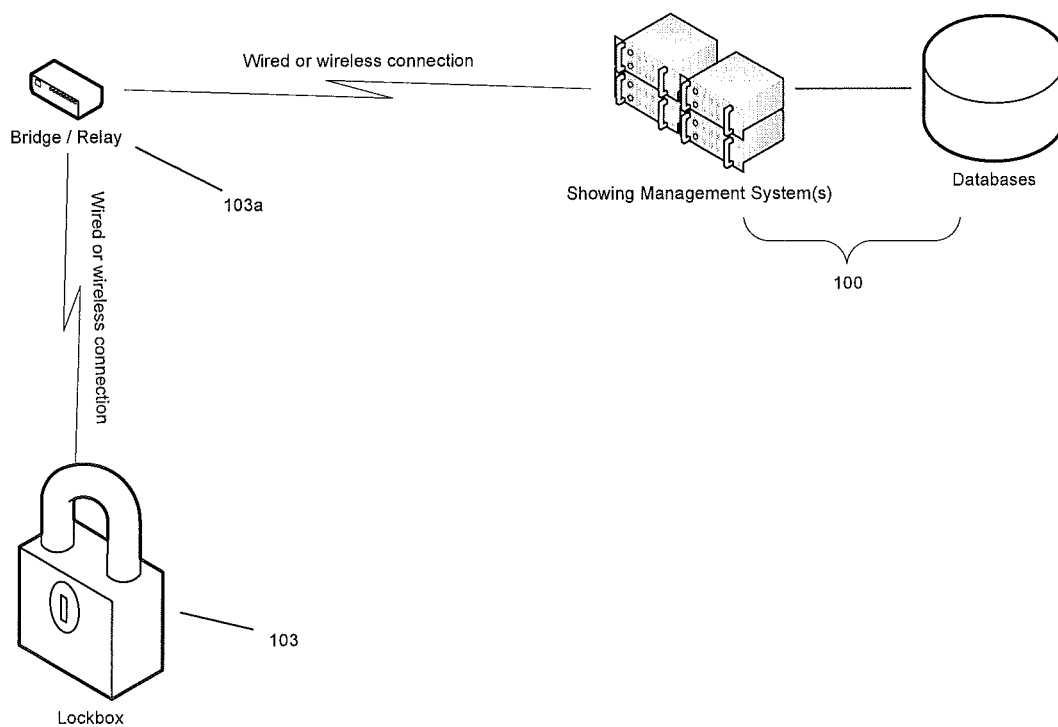


FIG. 3C

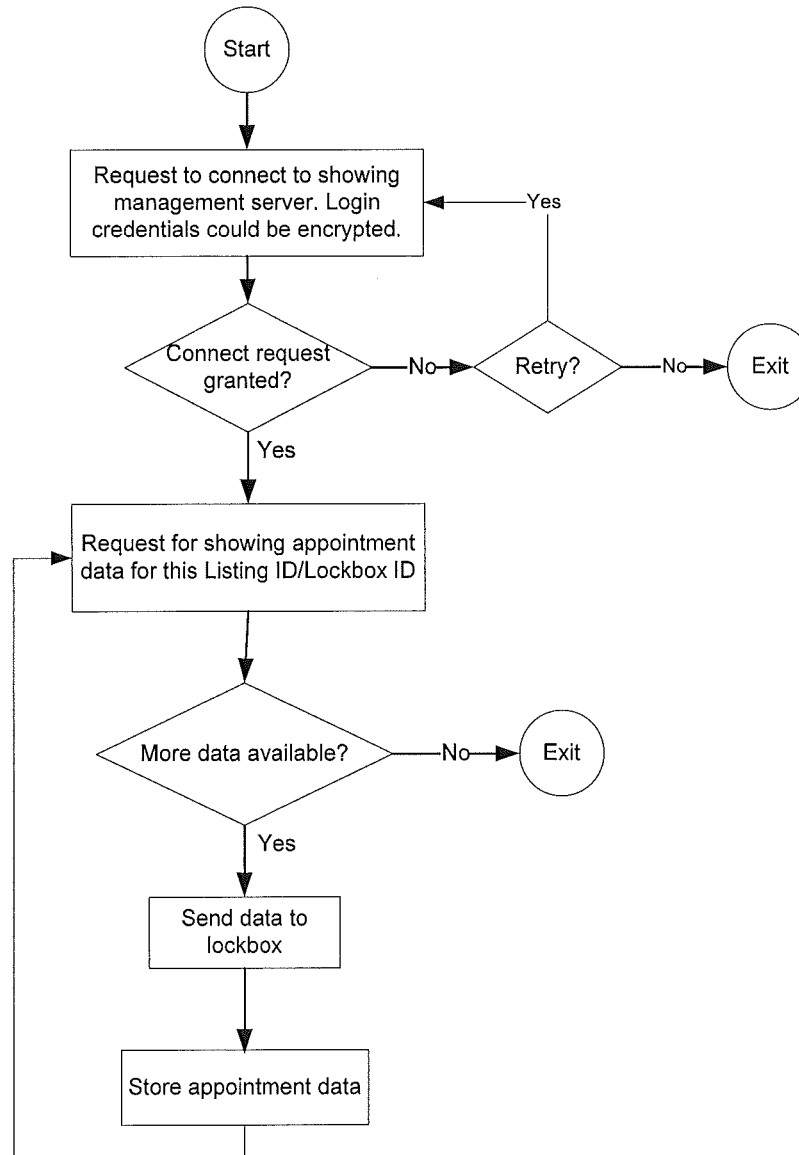


FIG. 4A

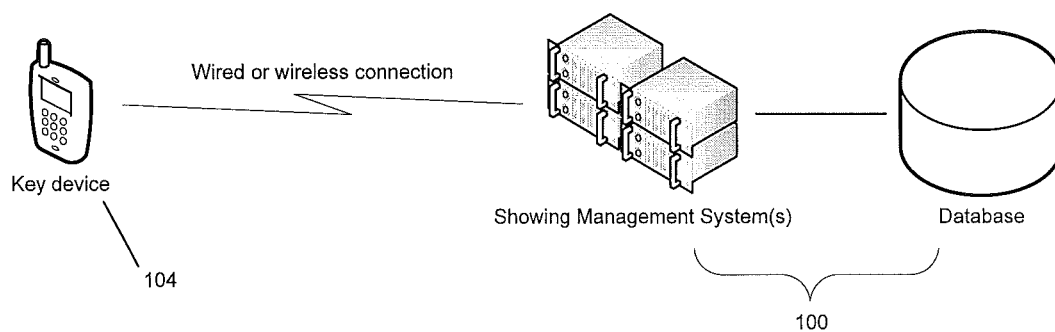


FIG. 4B

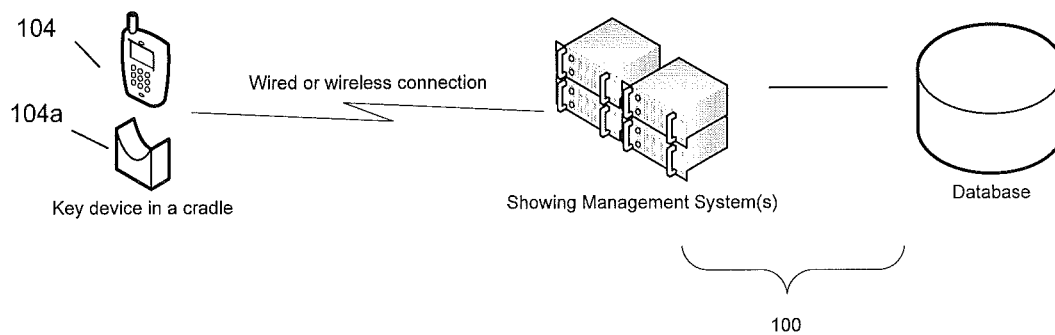


FIG. 4C

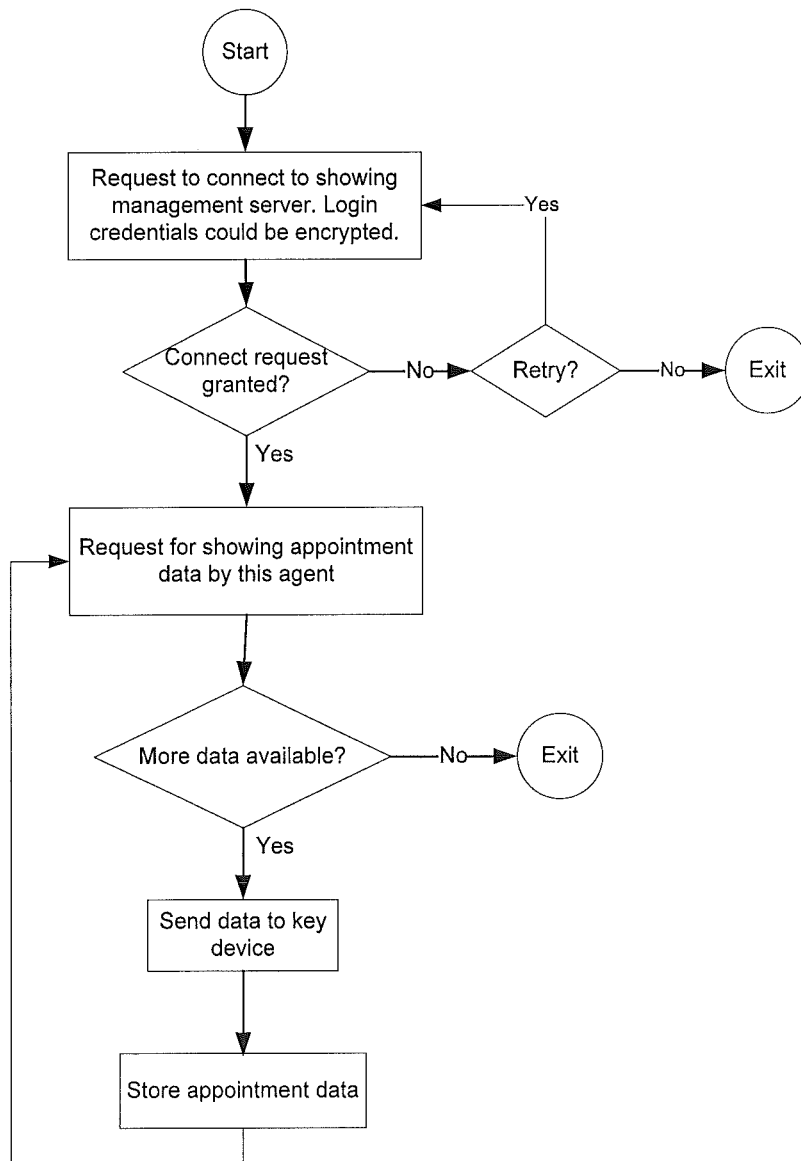


FIG. 5

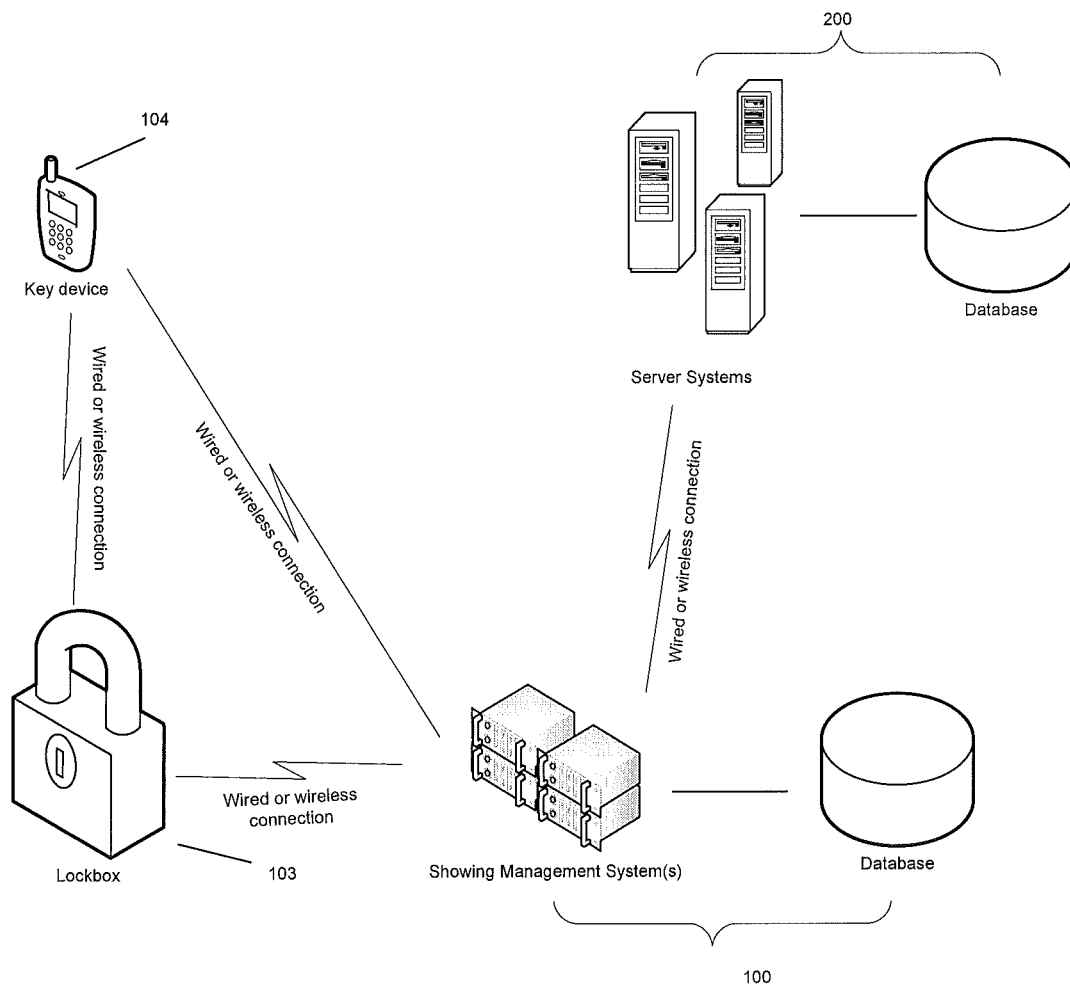




FIG. 6A

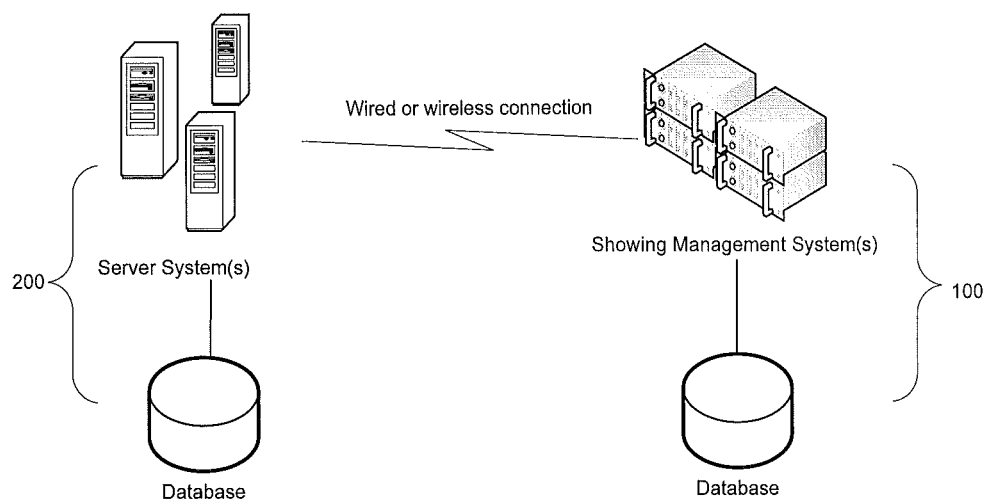


FIG. 6B

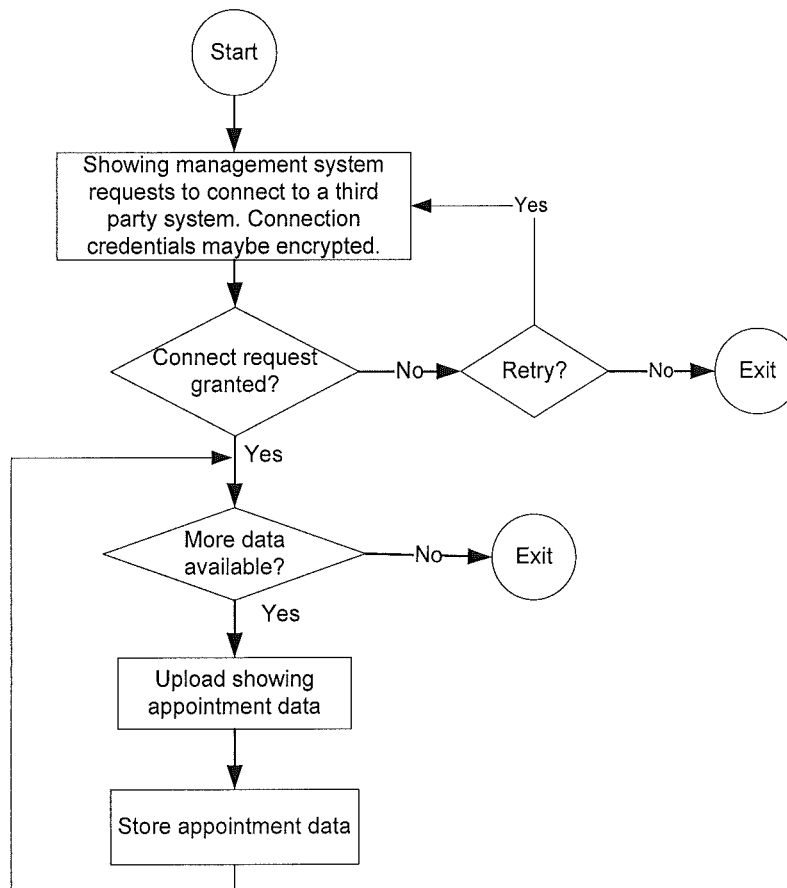


FIG. 6C

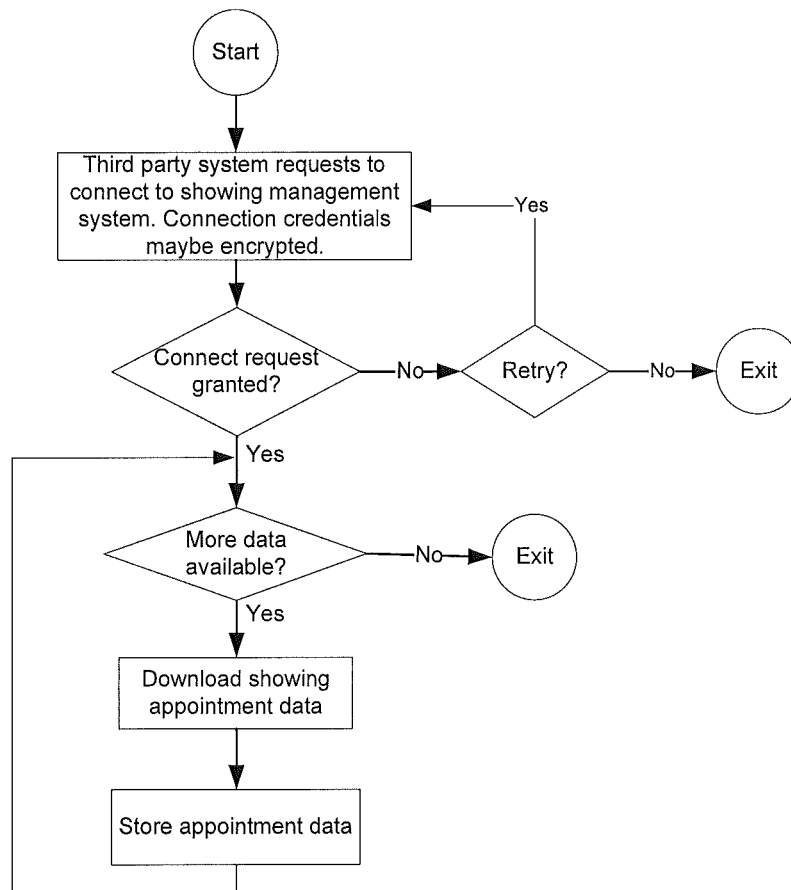


FIG. 7A

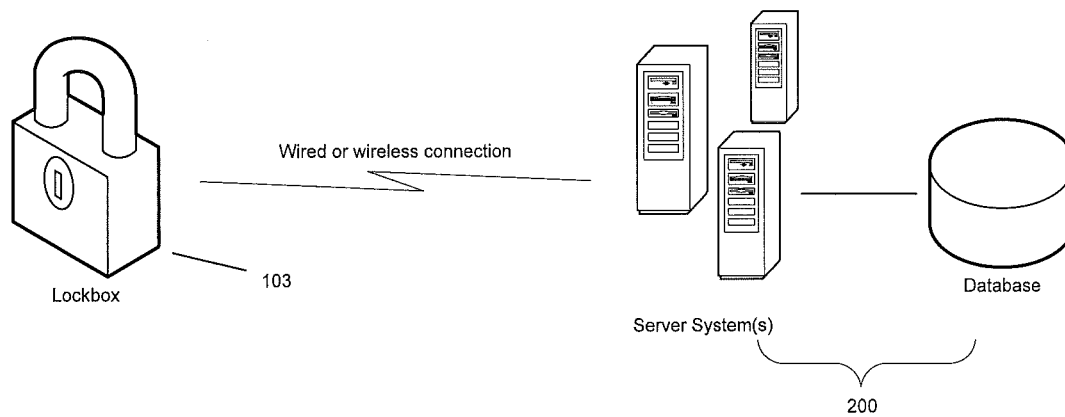


FIG. 7B

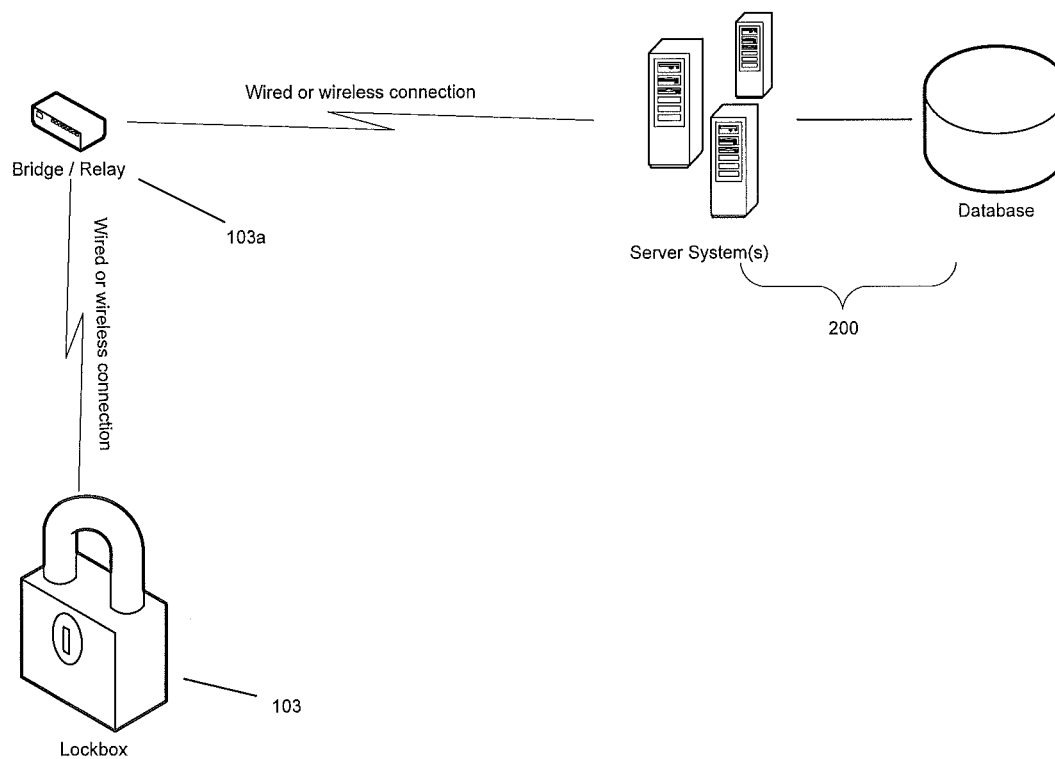


FIG. 7C

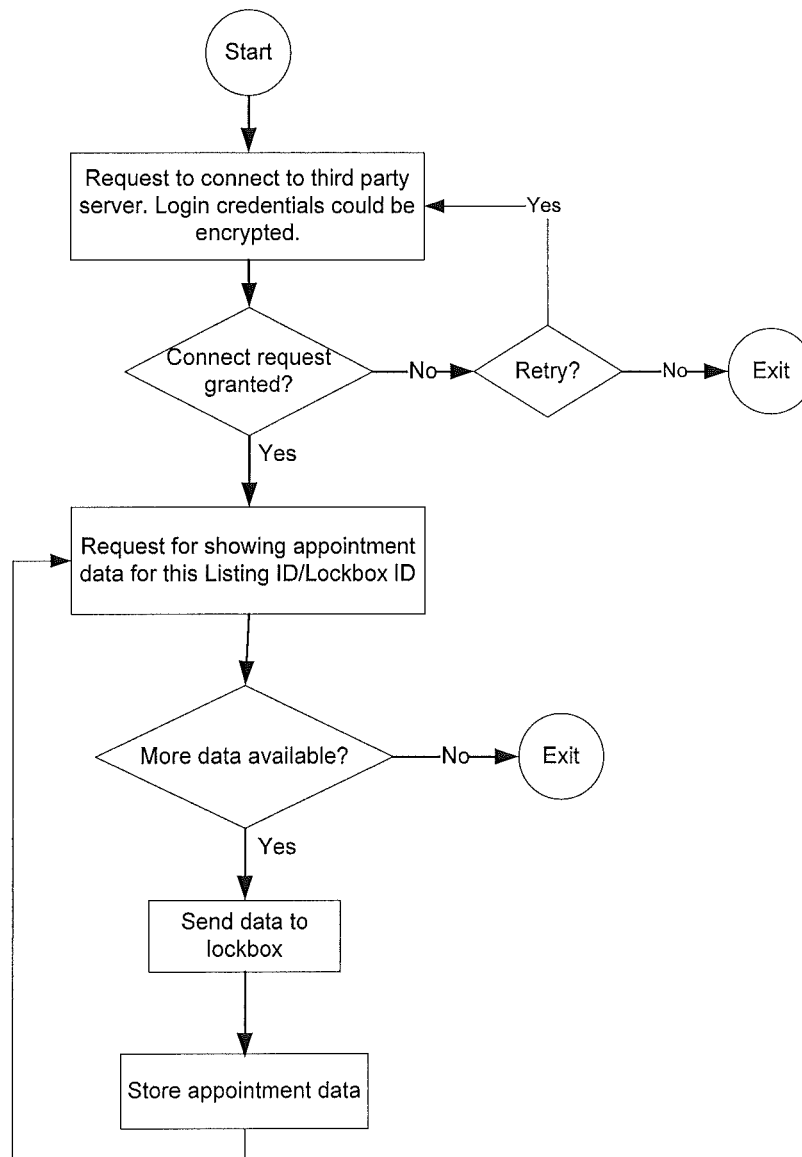


FIG. 8A

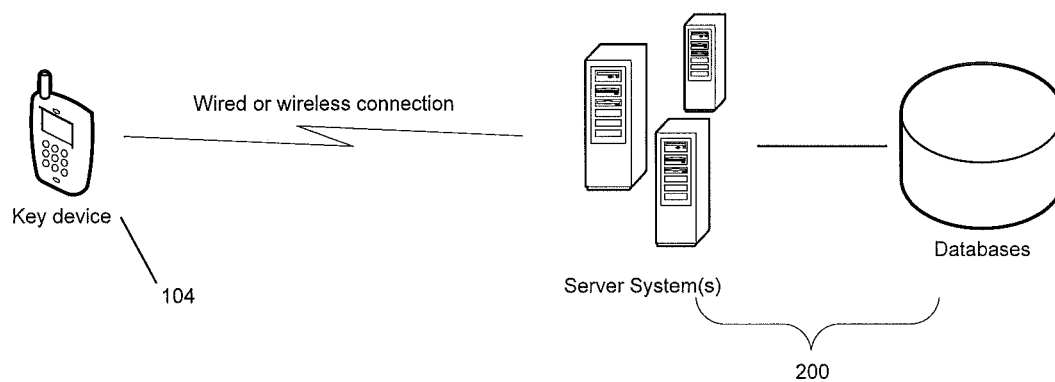


FIG. 8B

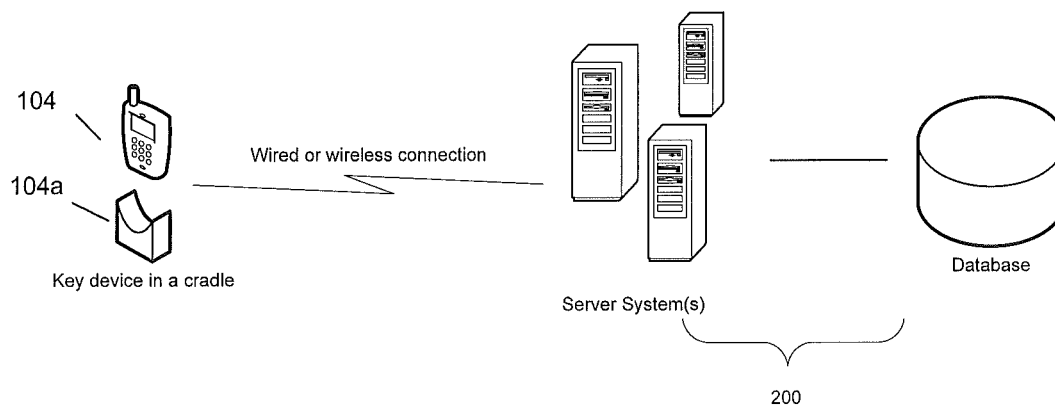


FIG. 8C

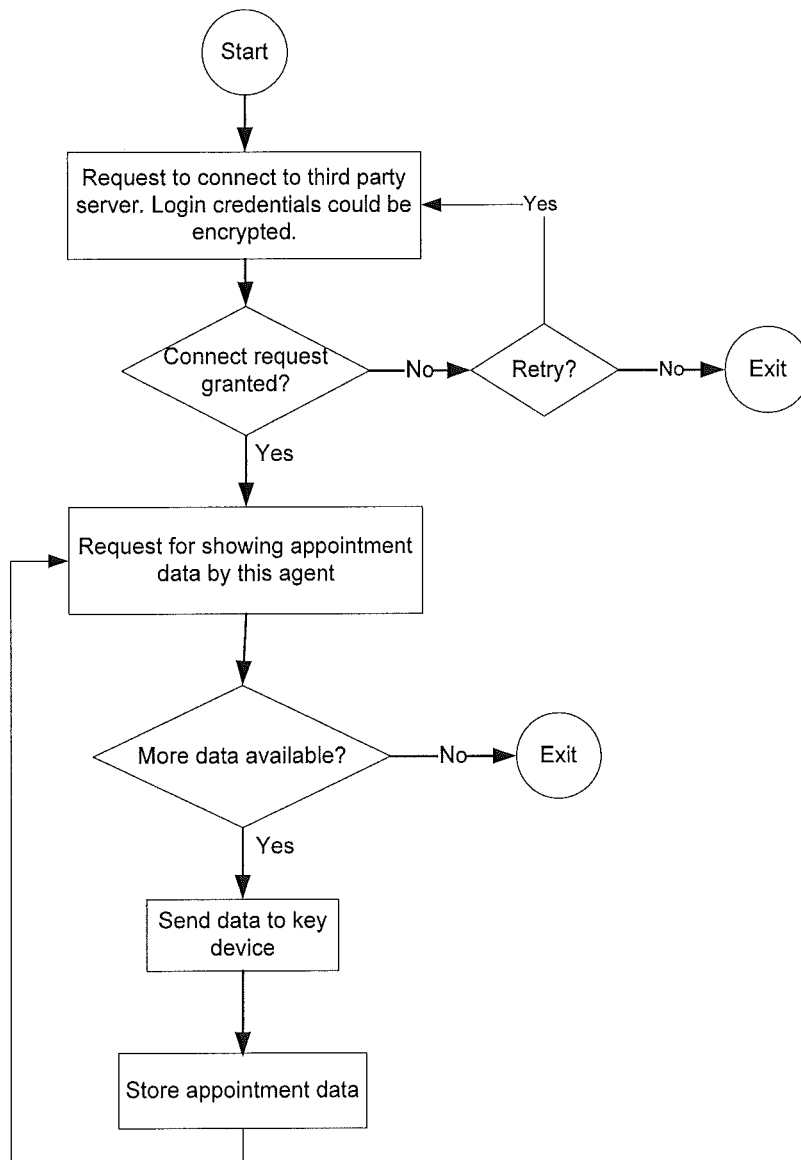


FIG. 9

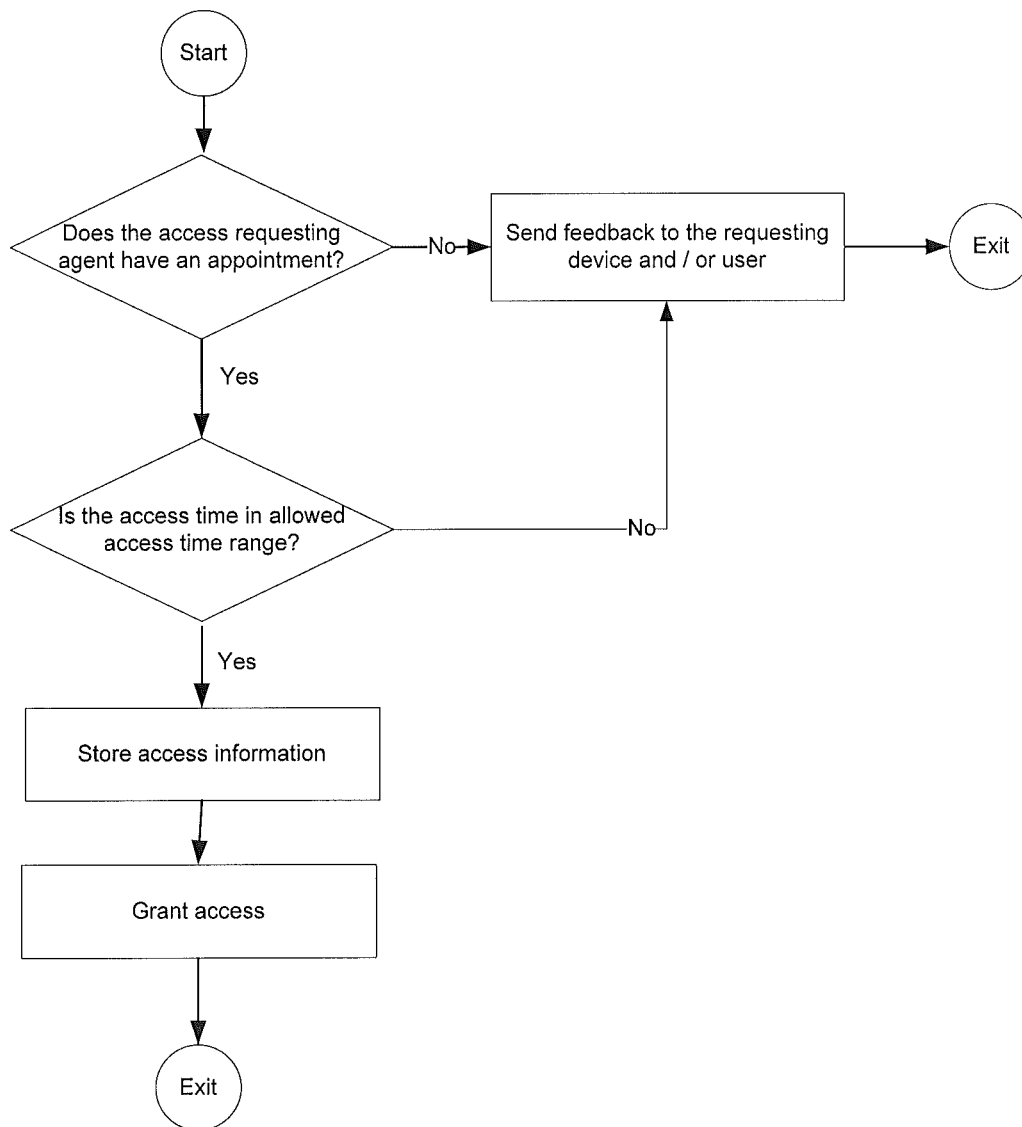




FIG. 10

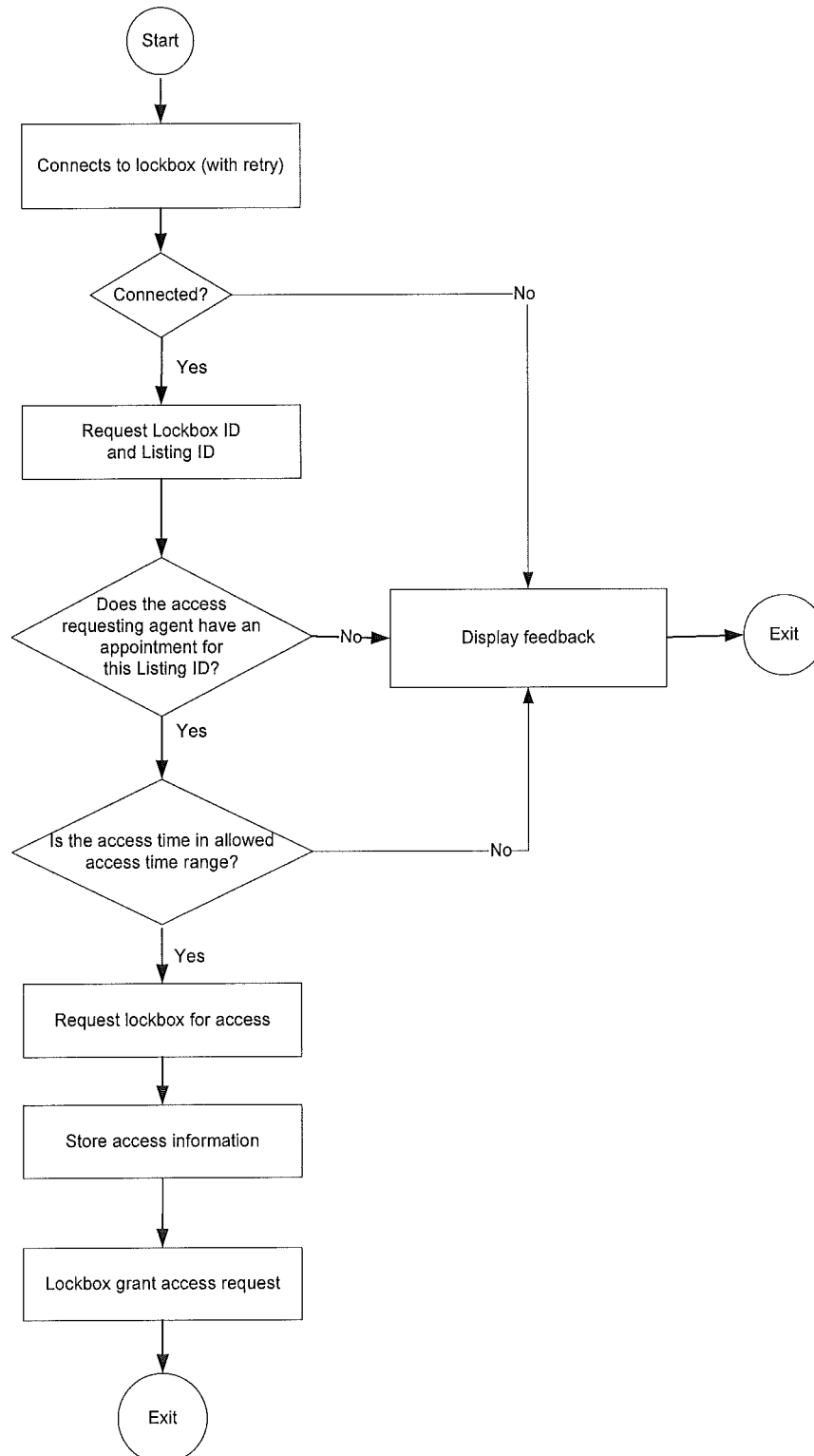


FIG. 11

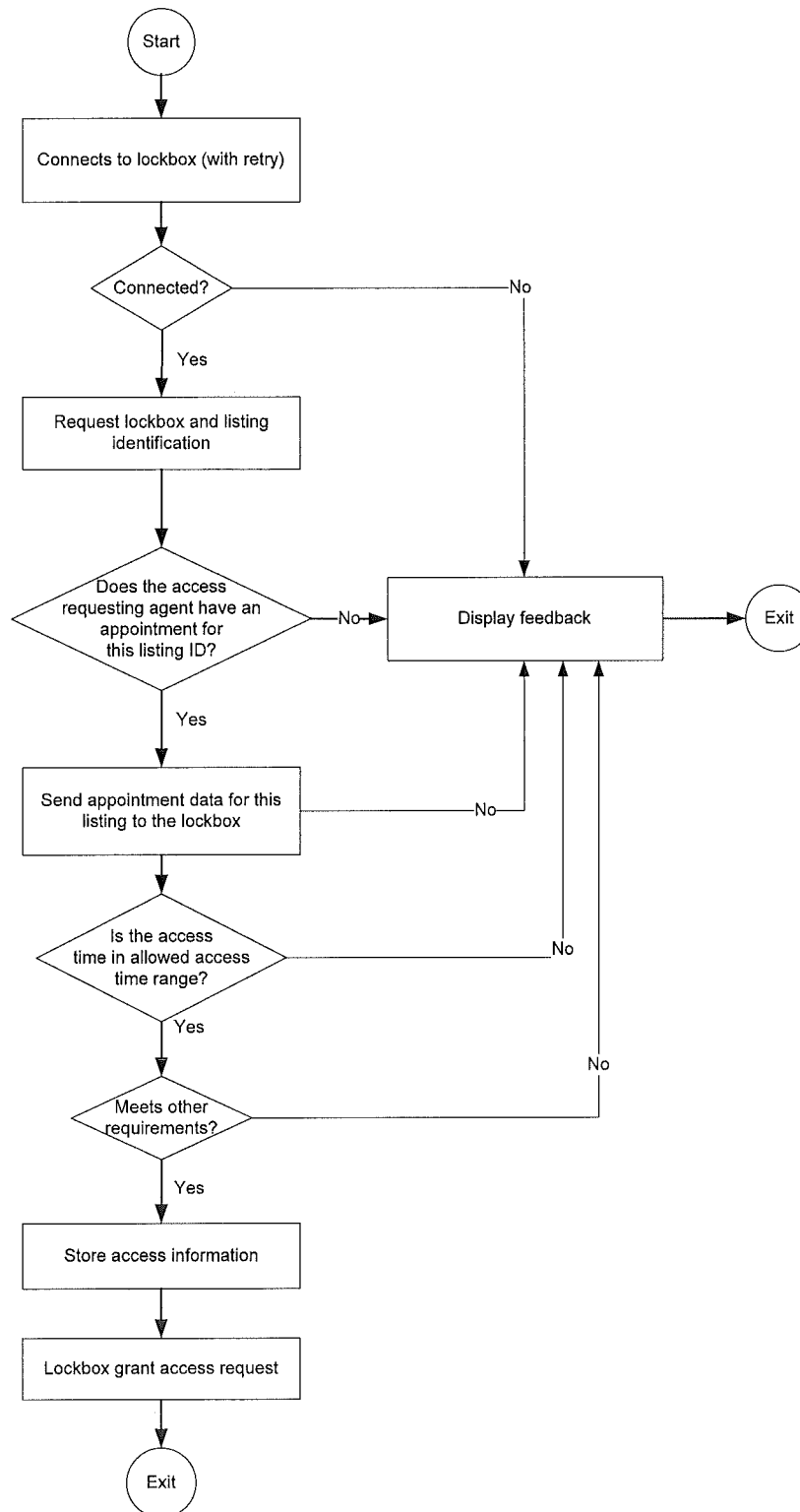


FIG. 12

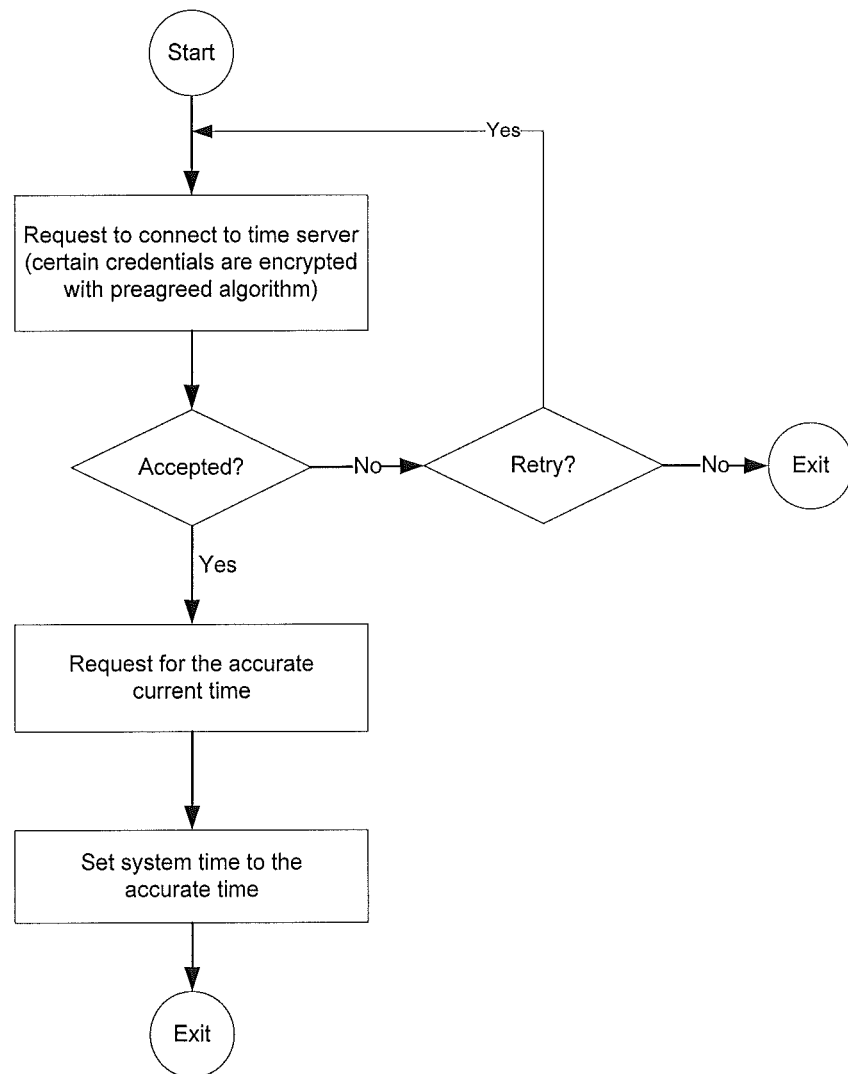


FIG. 13

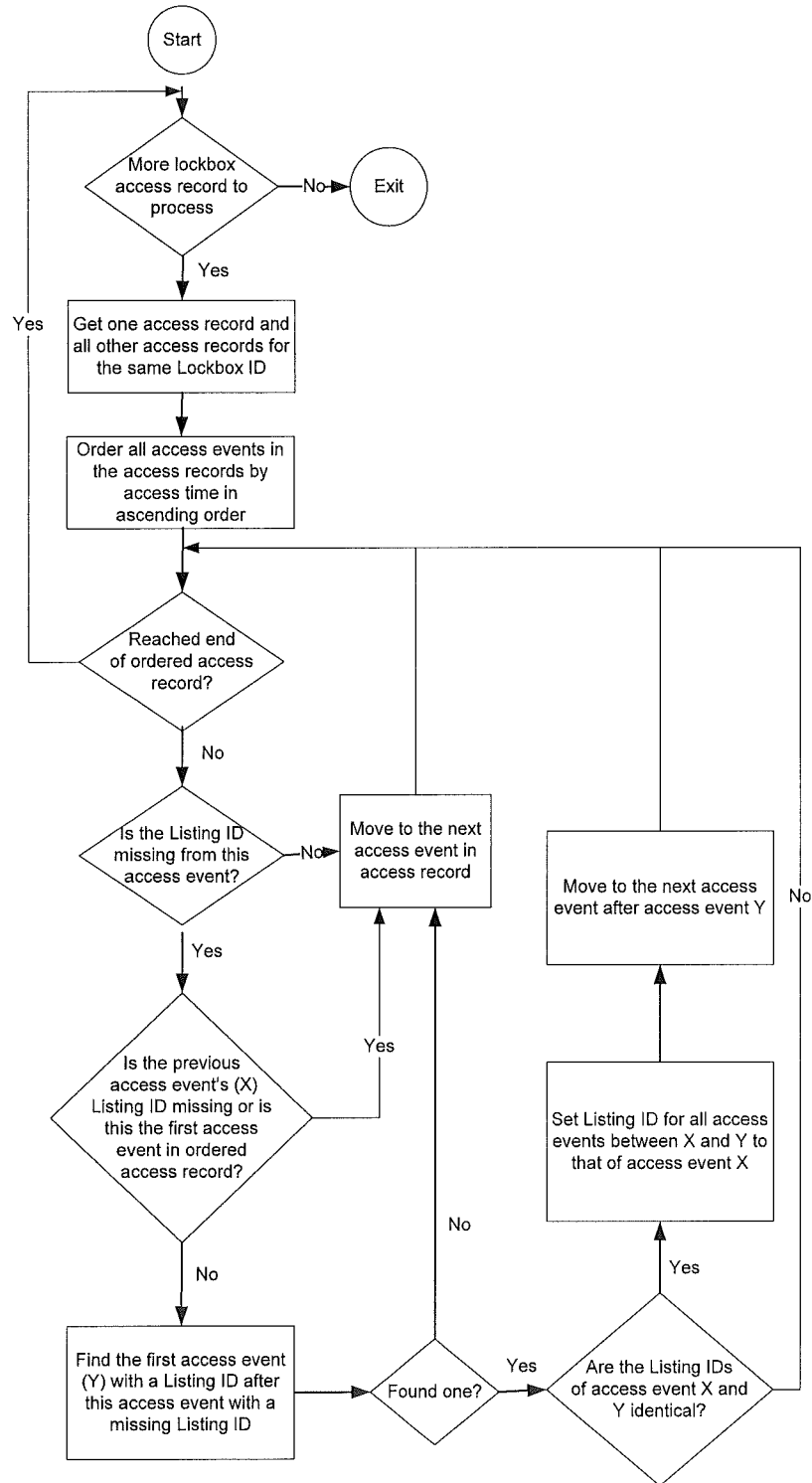


FIG. 14

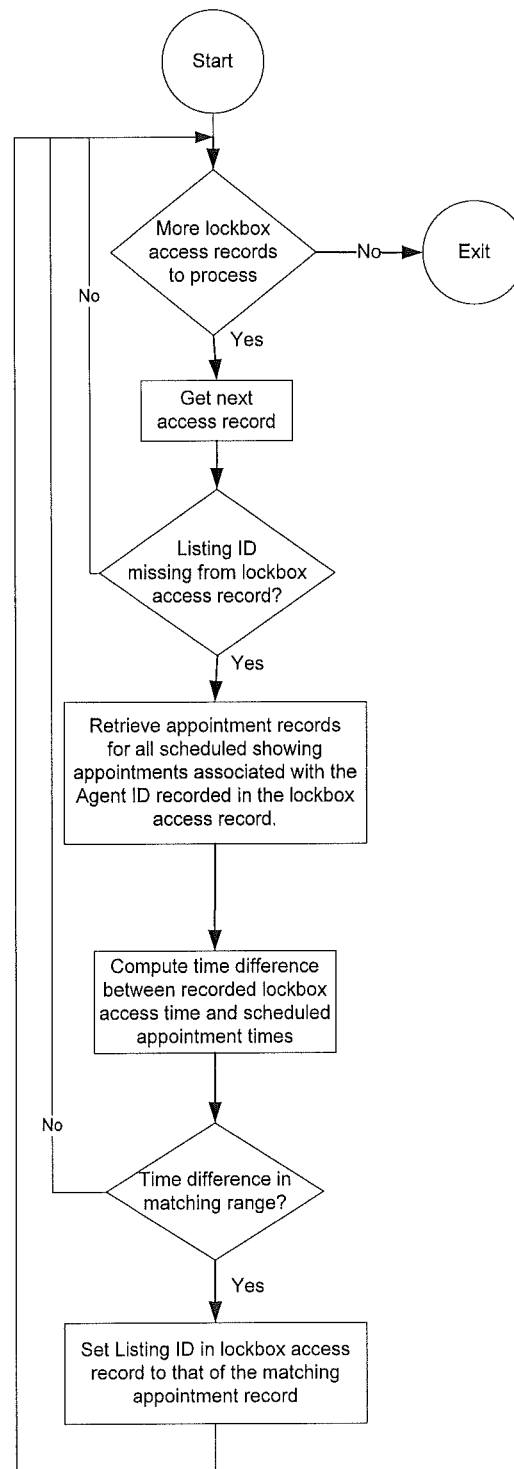


FIG. 15

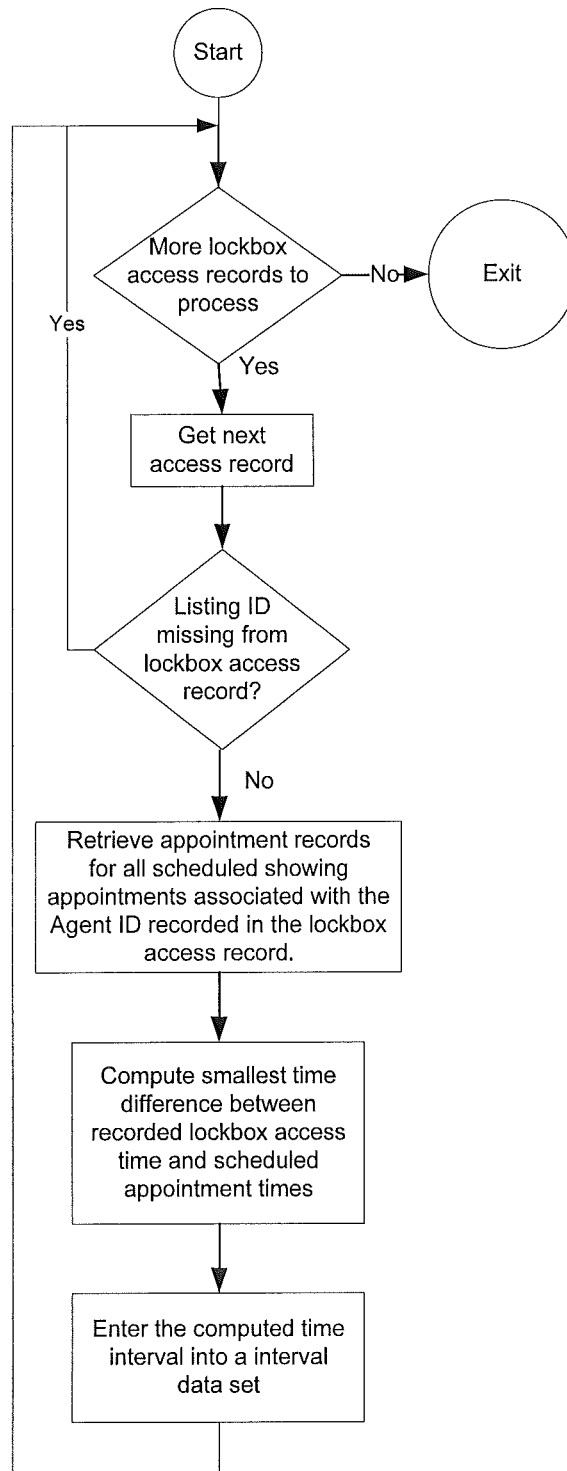


FIG. 16

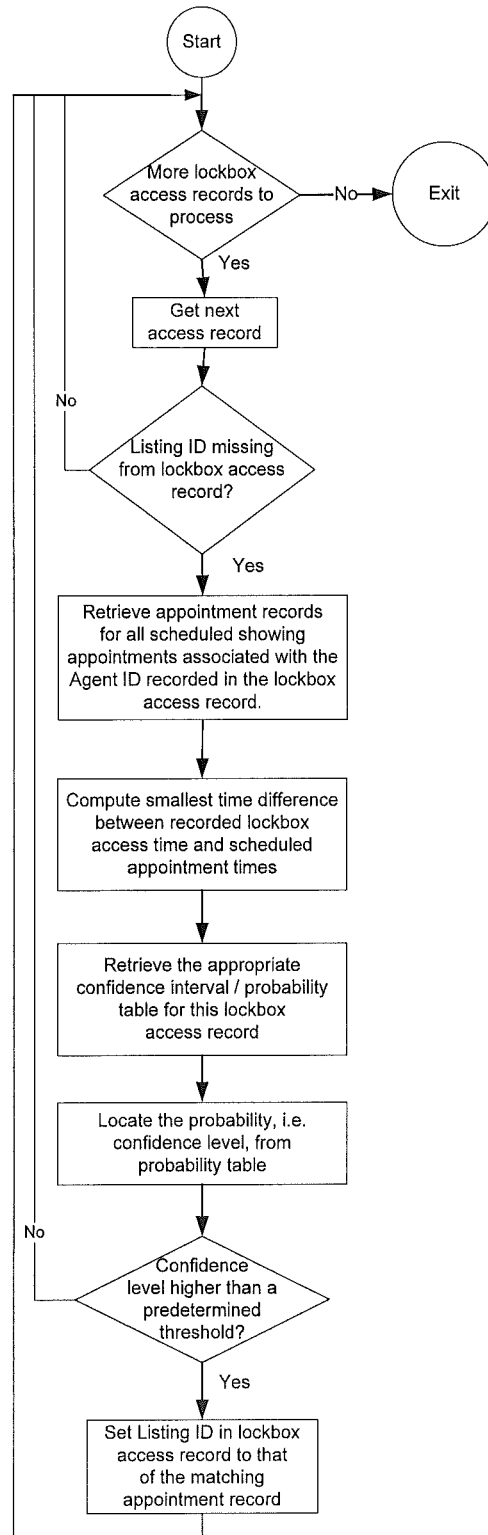
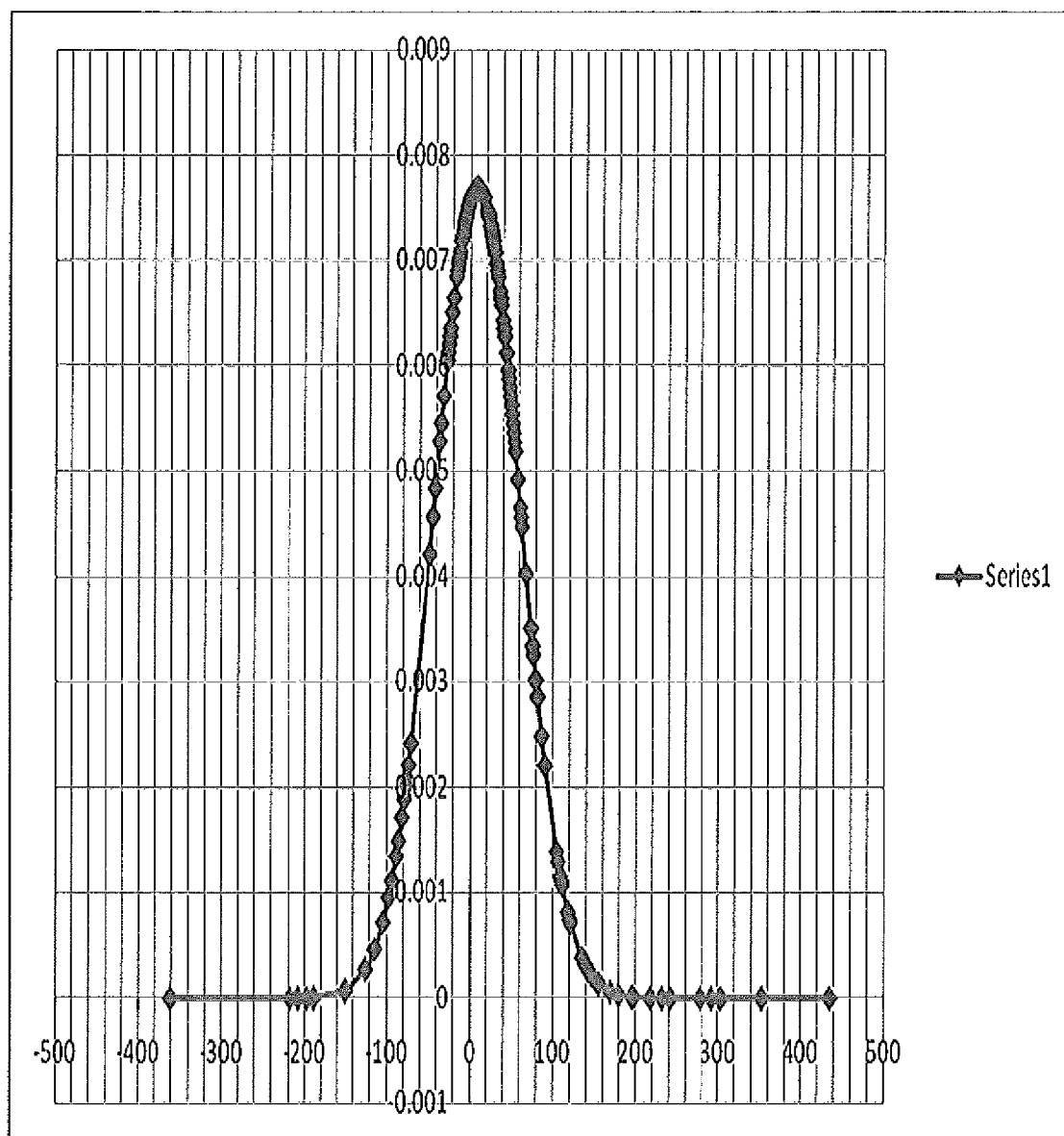


FIG. 17

|     |        |        |        |        |        |        |        |        |        |        |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
|     | 0      | 0.01   | 0.02   | 0.03   | 0.04   | 0.05   | 0.06   | 0.07   | 0.08   | 0.09   |
| 0   | 0.5    | 0.504  | 0.508  | 0.512  | 0.516  | 0.5199 | 0.5239 | 0.5279 | 0.5319 | 0.5359 |
| 0.1 | 0.5398 | 0.5438 | 0.5478 | 0.5517 | 0.5557 | 0.5596 | 0.5636 | 0.5675 | 0.5714 | 0.5753 |
| 0.2 | 0.5793 | 0.5832 | 0.5871 | 0.591  | 0.5948 | 0.5987 | 0.6026 | 0.6064 | 0.6103 | 0.6141 |
| 0.3 | 0.6179 | 0.6217 | 0.6255 | 0.6293 | 0.6331 | 0.6368 | 0.6406 | 0.6443 | 0.648  | 0.6517 |
| 0.4 | 0.6554 | 0.6591 | 0.6628 | 0.6664 | 0.67   | 0.6736 | 0.6772 | 0.6808 | 0.6844 | 0.6879 |
| 0.5 | 0.6915 | 0.695  | 0.6985 | 0.7019 | 0.7054 | 0.7088 | 0.7123 | 0.7157 | 0.719  | 0.7224 |
| 0.6 | 0.7257 | 0.7291 | 0.7324 | 0.7357 | 0.7389 | 0.7422 | 0.7454 | 0.7486 | 0.7517 | 0.7549 |
| 0.7 | 0.758  | 0.7611 | 0.7642 | 0.7673 | 0.7704 | 0.7734 | 0.7764 | 0.7794 | 0.7823 | 0.7852 |
| 0.8 | 0.7881 | 0.791  | 0.7939 | 0.7967 | 0.7995 | 0.8023 | 0.8051 | 0.8078 | 0.8106 | 0.8133 |
| 0.9 | 0.8159 | 0.8186 | 0.8212 | 0.8238 | 0.8264 | 0.8289 | 0.8315 | 0.834  | 0.8365 | 0.8389 |
| 1   | 0.8413 | 0.8438 | 0.8461 | 0.8485 | 0.8508 | 0.8531 | 0.8554 | 0.8577 | 0.8599 | 0.8621 |
| 1.1 | 0.8643 | 0.8665 | 0.8686 | 0.8708 | 0.8729 | 0.8749 | 0.877  | 0.879  | 0.881  | 0.883  |
| 1.2 | 0.8849 | 0.8869 | 0.8888 | 0.8907 | 0.8925 | 0.8944 | 0.8962 | 0.898  | 0.8997 | 0.9015 |
| 1.3 | 0.9032 | 0.9049 | 0.9066 | 0.9082 | 0.9099 | 0.9115 | 0.9131 | 0.9147 | 0.9162 | 0.9177 |
| 1.4 | 0.9192 | 0.9207 | 0.9222 | 0.9236 | 0.9251 | 0.9265 | 0.9279 | 0.9292 | 0.9306 | 0.9319 |
| 1.5 | 0.9332 | 0.9345 | 0.9357 | 0.937  | 0.9382 | 0.9394 | 0.9406 | 0.9418 | 0.9429 | 0.9441 |
| 1.6 | 0.9452 | 0.9463 | 0.9474 | 0.9484 | 0.9495 | 0.9505 | 0.9515 | 0.9525 | 0.9535 | 0.9545 |
| 1.7 | 0.9554 | 0.9564 | 0.9573 | 0.9582 | 0.9591 | 0.9599 | 0.9608 | 0.9616 | 0.9625 | 0.9633 |
| 1.8 | 0.9641 | 0.9649 | 0.9656 | 0.9664 | 0.9671 | 0.9678 | 0.9686 | 0.9693 | 0.9699 | 0.9706 |
| 1.9 | 0.9713 | 0.9719 | 0.9726 | 0.9732 | 0.9738 | 0.9744 | 0.975  | 0.9756 | 0.9761 | 0.9767 |
| 2   | 0.9772 | 0.9778 | 0.9783 | 0.9788 | 0.9793 | 0.9798 | 0.9803 | 0.9808 | 0.9812 | 0.9817 |
| 2.1 | 0.9821 | 0.9826 | 0.983  | 0.9834 | 0.9838 | 0.9842 | 0.9846 | 0.985  | 0.9854 | 0.9857 |
| 2.2 | 0.9861 | 0.9864 | 0.9868 | 0.9871 | 0.9875 | 0.9878 | 0.9881 | 0.9884 | 0.9887 | 0.989  |
| 2.3 | 0.9893 | 0.9896 | 0.9898 | 0.9901 | 0.9904 | 0.9906 | 0.9909 | 0.9911 | 0.9913 | 0.9916 |
| 2.4 | 0.9918 | 0.992  | 0.9922 | 0.9925 | 0.9927 | 0.9929 | 0.9931 | 0.9932 | 0.9934 | 0.9936 |
| 2.5 | 0.9938 | 0.994  | 0.9941 | 0.9943 | 0.9945 | 0.9946 | 0.9948 | 0.9949 | 0.9951 | 0.9952 |
| 2.6 | 0.9953 | 0.9955 | 0.9956 | 0.9957 | 0.9959 | 0.996  | 0.9961 | 0.9962 | 0.9963 | 0.9964 |
| 2.7 | 0.9965 | 0.9966 | 0.9967 | 0.9968 | 0.9969 | 0.997  | 0.9971 | 0.9972 | 0.9973 | 0.9974 |
| 2.8 | 0.9974 | 0.9975 | 0.9976 | 0.9977 | 0.9977 | 0.9978 | 0.9979 | 0.9979 | 0.998  | 0.9981 |
| 2.9 | 0.9981 | 0.9982 | 0.9982 | 0.9983 | 0.9984 | 0.9984 | 0.9985 | 0.9985 | 0.9986 | 0.9986 |
| 3   | 0.9987 | 0.9987 | 0.9987 | 0.9988 | 0.9988 | 0.9989 | 0.9989 | 0.9989 | 0.999  | 0.999  |
| 3.1 | 0.999  | 0.9991 | 0.9991 | 0.9991 | 0.9992 | 0.9992 | 0.9992 | 0.9992 | 0.9993 | 0.9993 |
| 3.2 | 0.9993 | 0.9993 | 0.9994 | 0.9994 | 0.9994 | 0.9994 | 0.9994 | 0.9995 | 0.9995 | 0.9995 |
| 3.3 | 0.9995 | 0.9995 | 0.9995 | 0.9996 | 0.9996 | 0.9996 | 0.9996 | 0.9996 | 0.9996 | 0.9997 |
| 3.4 | 0.9997 | 0.9997 | 0.9997 | 0.9997 | 0.9997 | 0.9997 | 0.9997 | 0.9997 | 0.9997 | 0.9998 |



FIG. 18



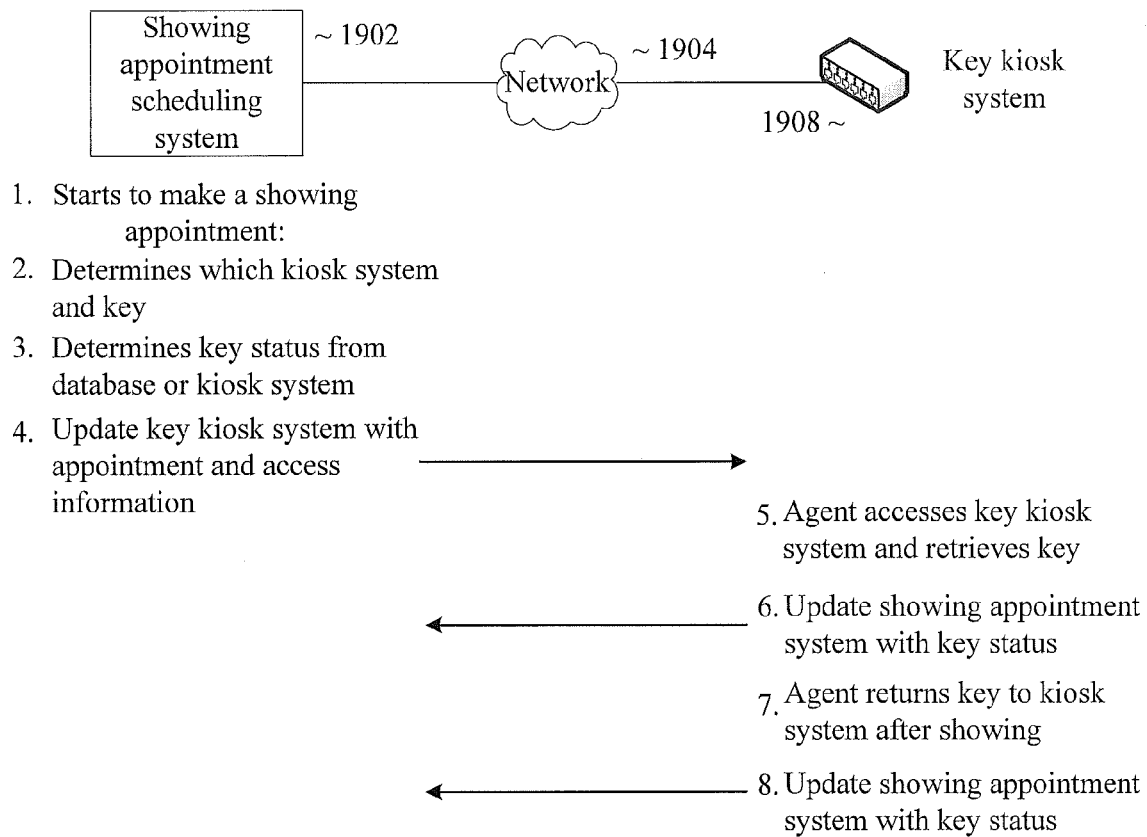


Figure 19

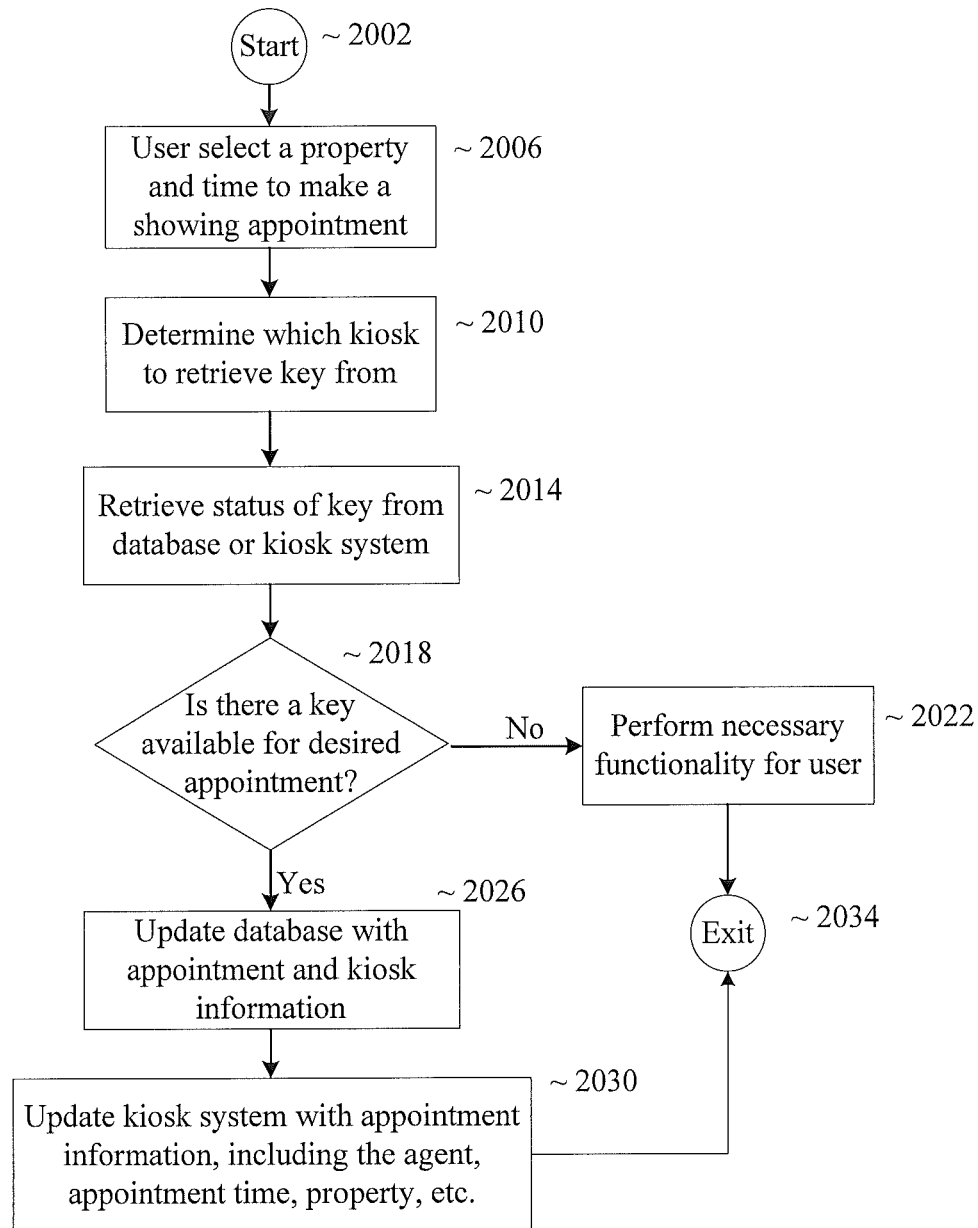


Figure 20

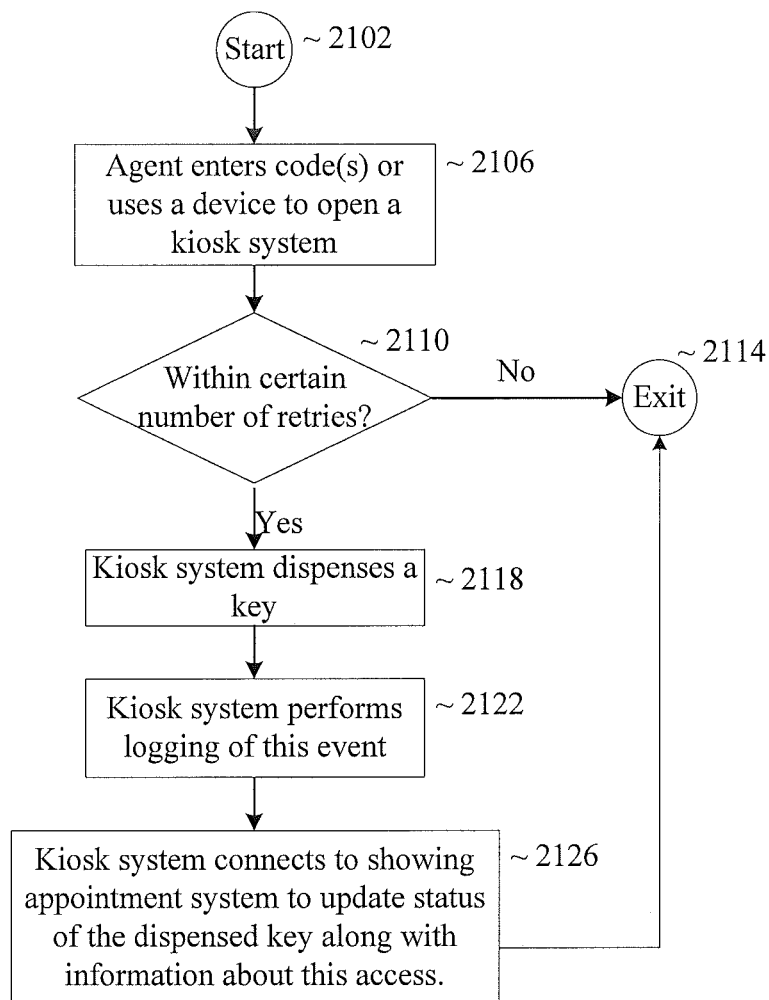


Figure 21

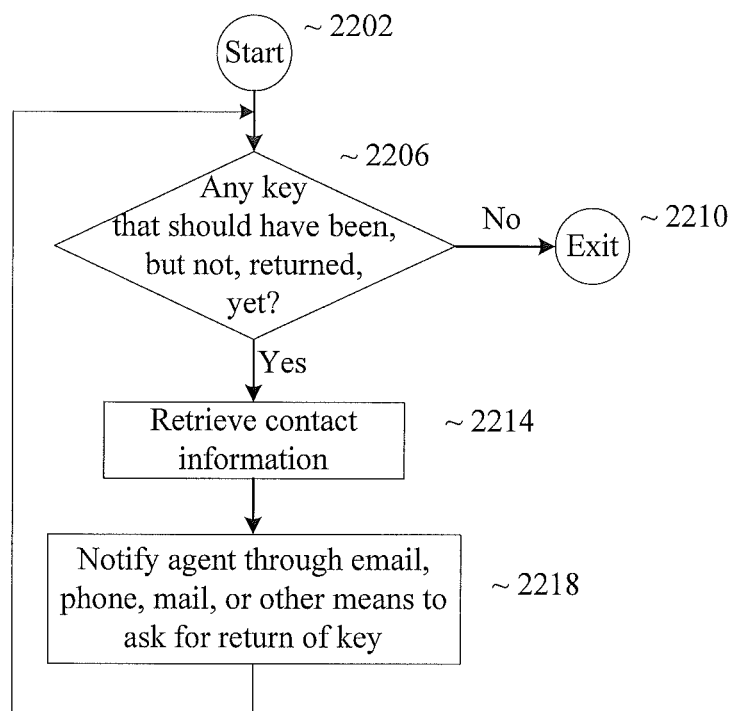


Figure 22

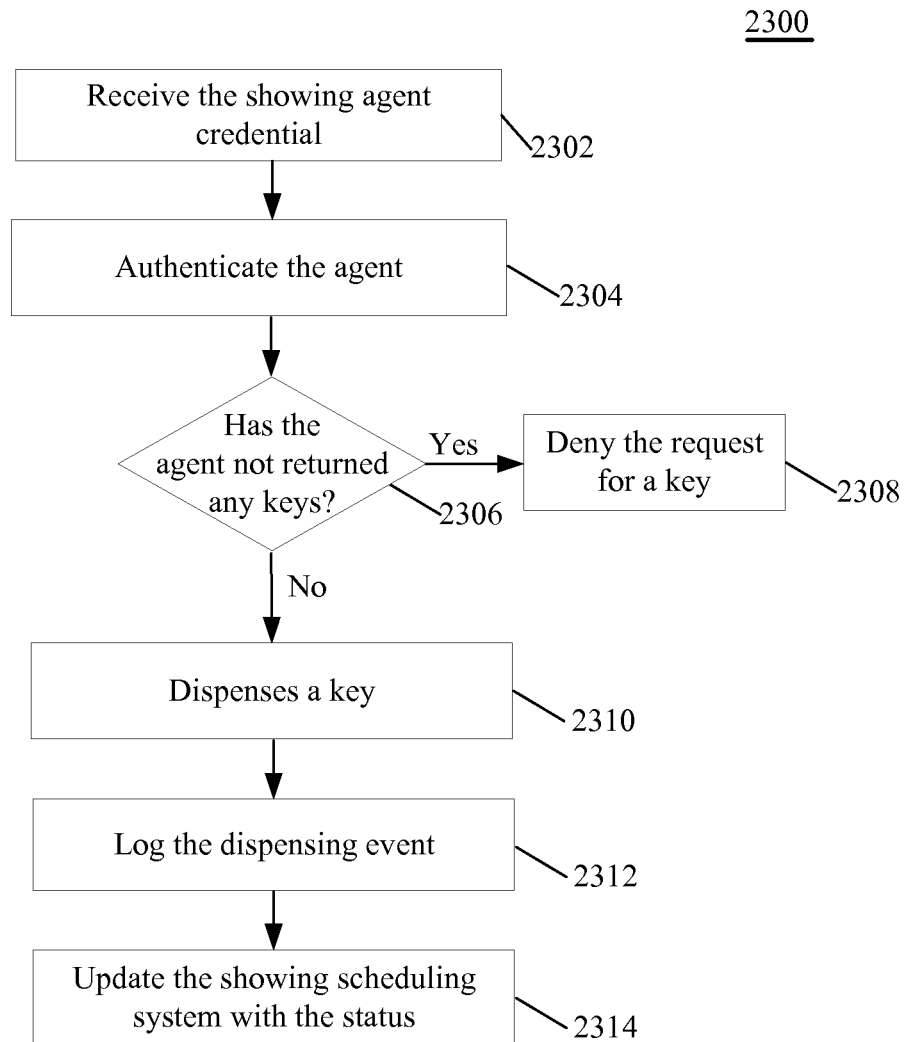


Figure 23

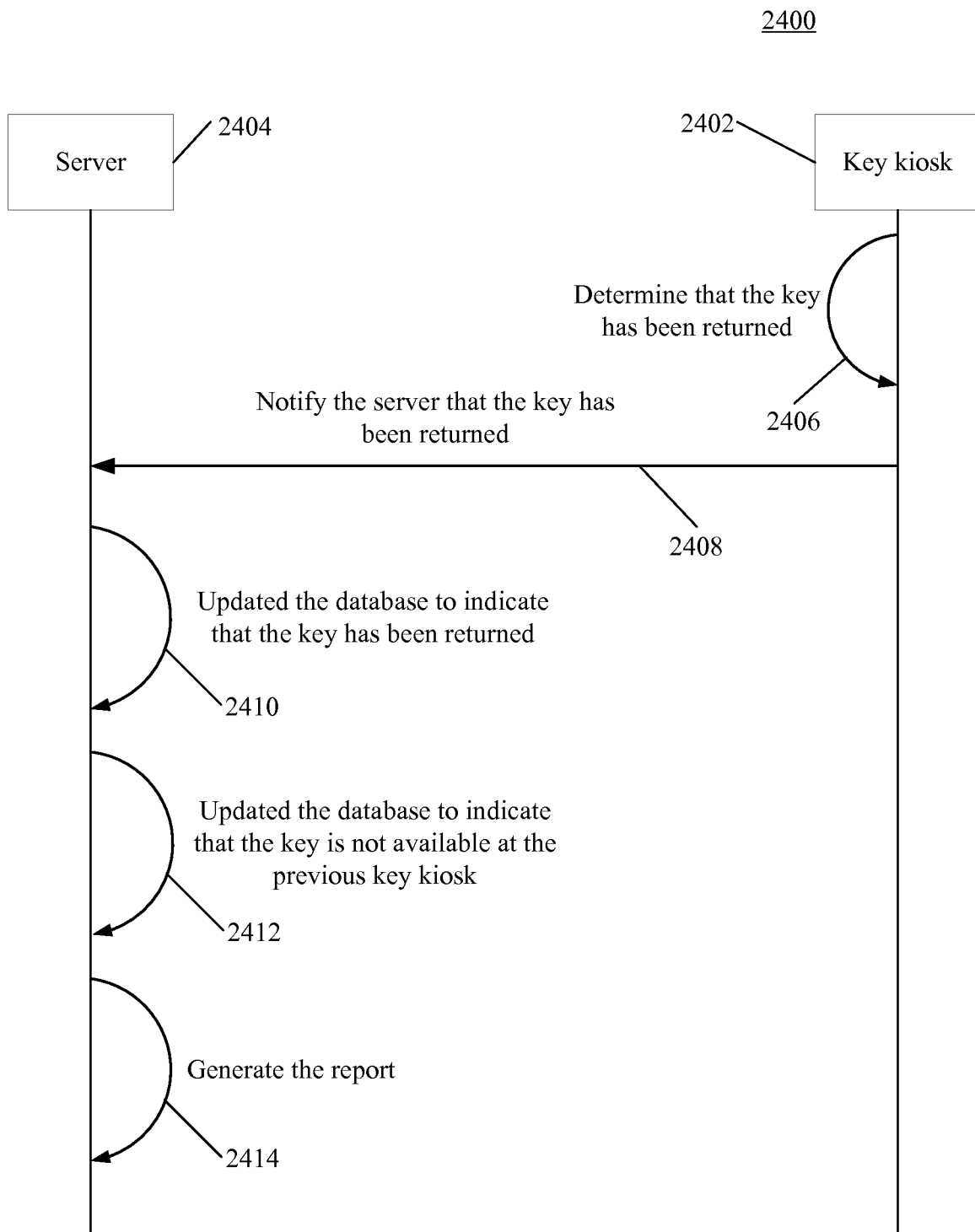
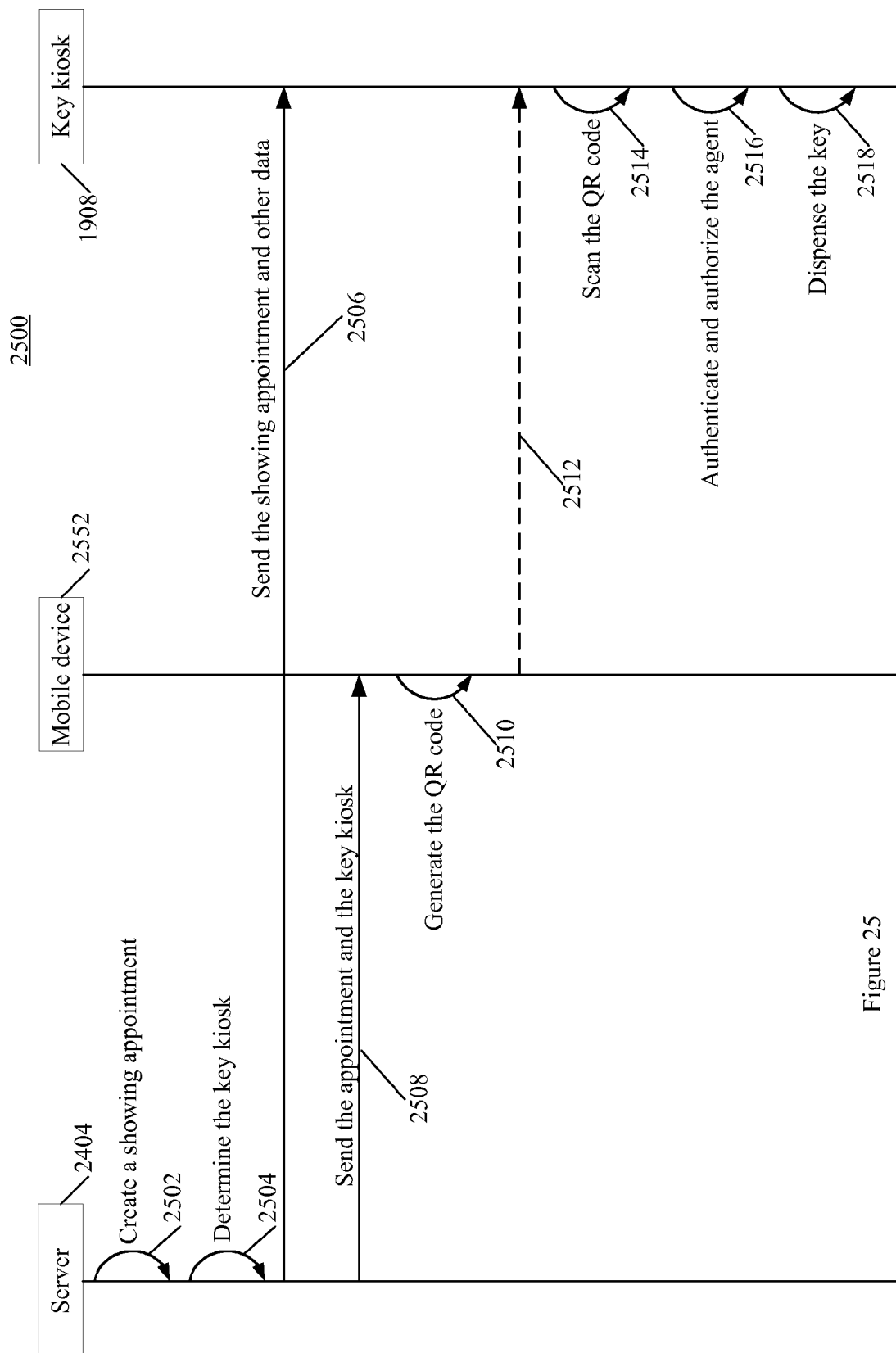


Figure 24





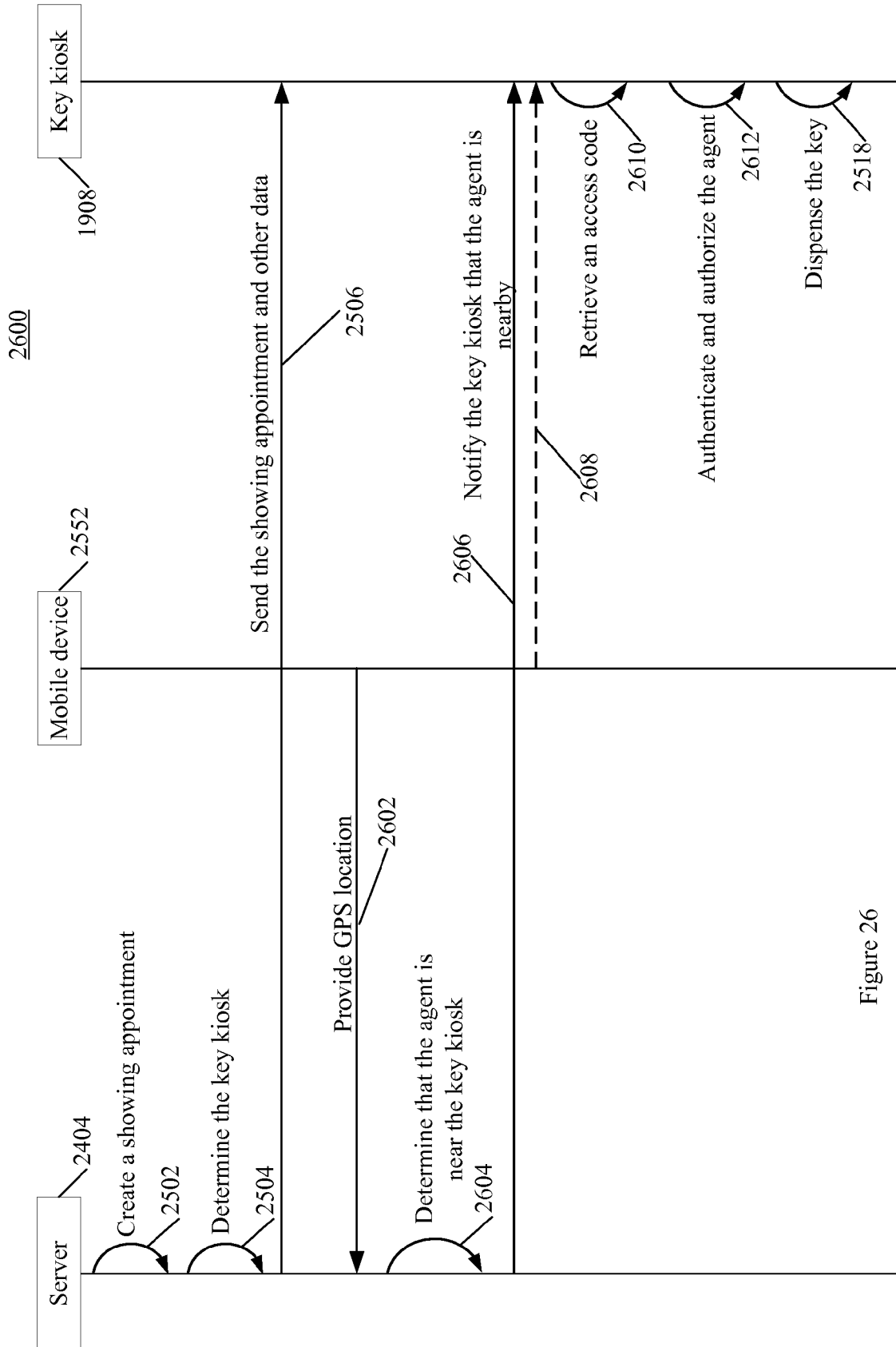


Figure 26

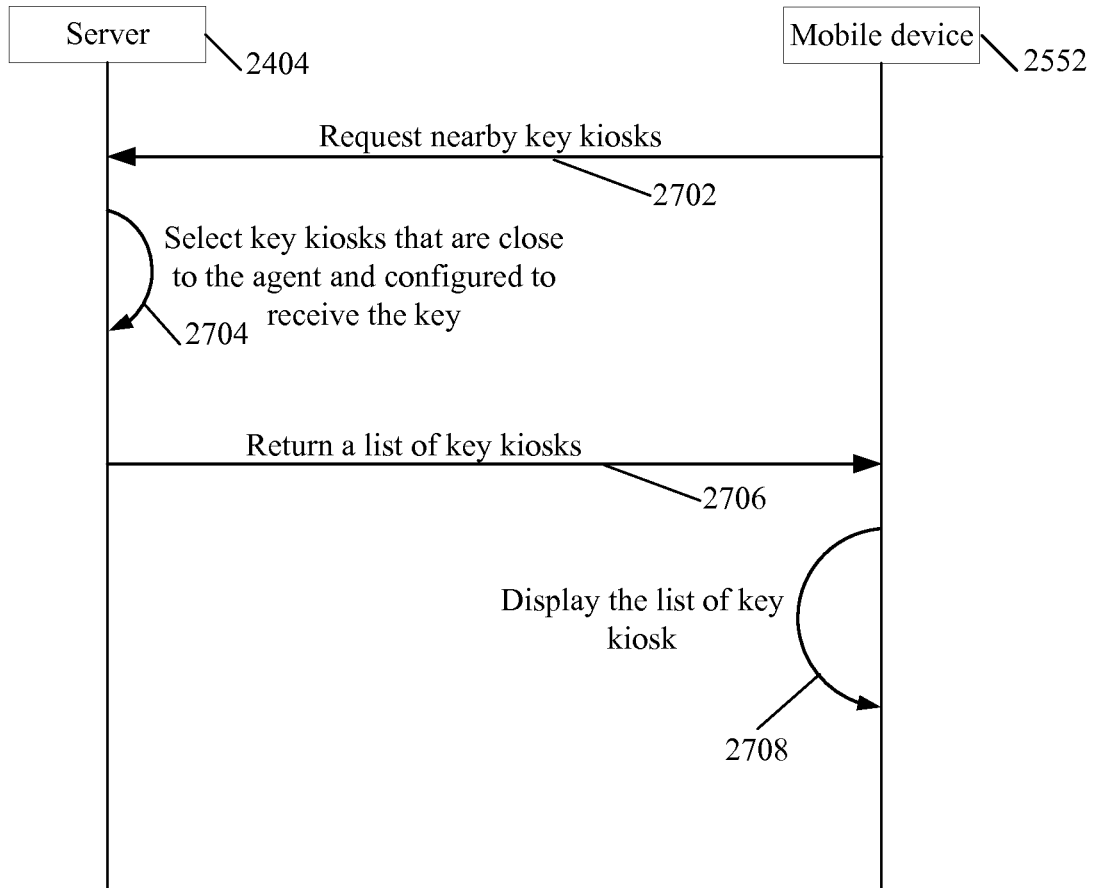


Figure 27

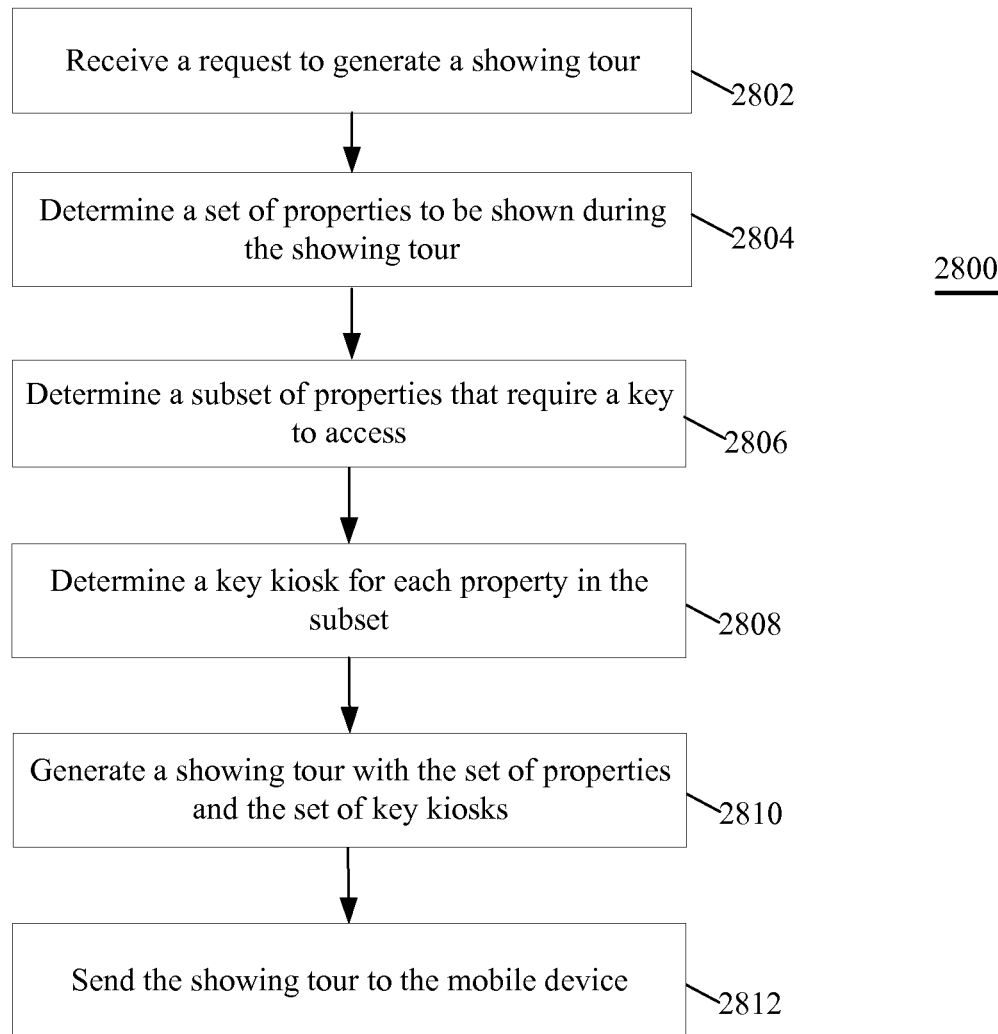


FIG. 28

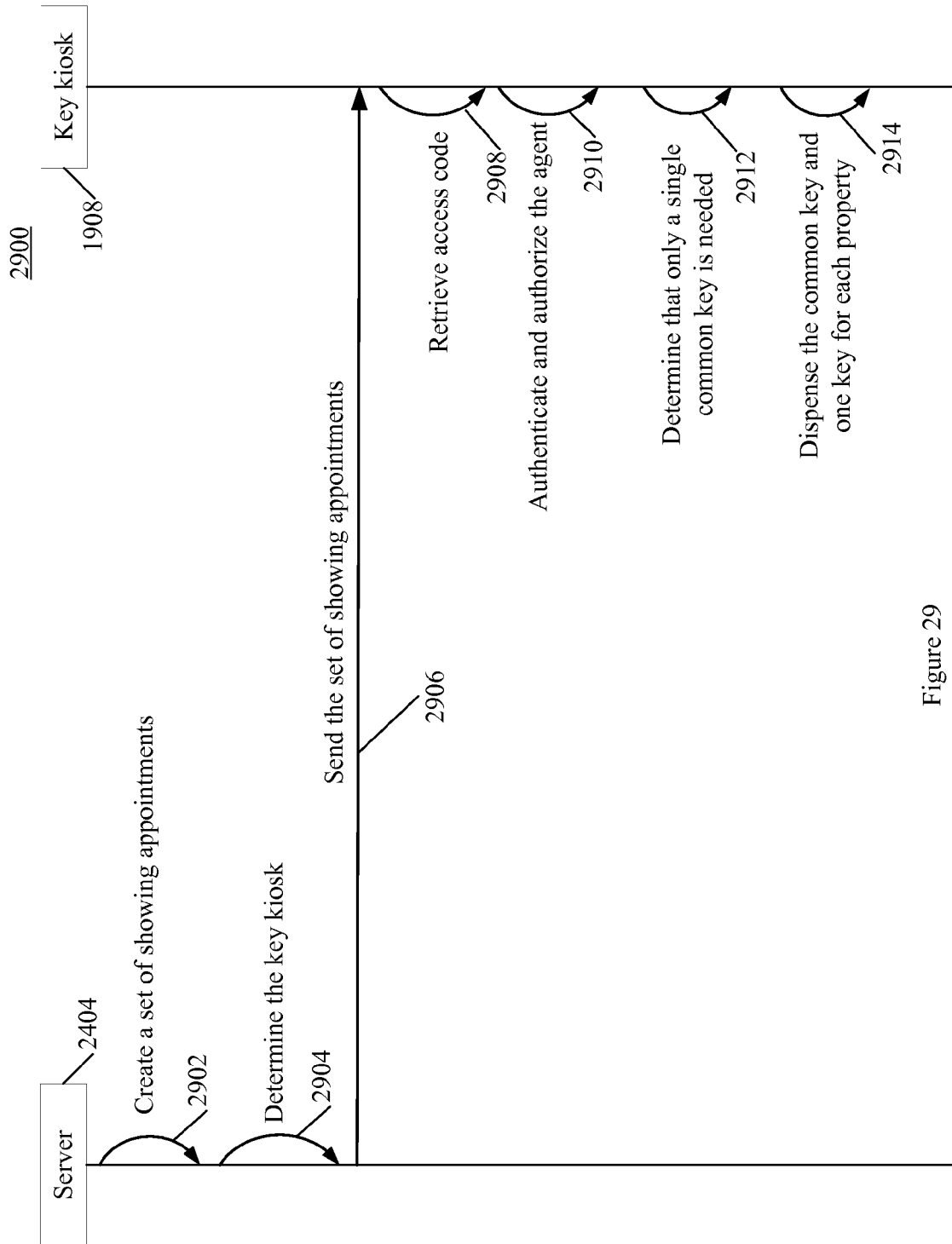


Figure 29

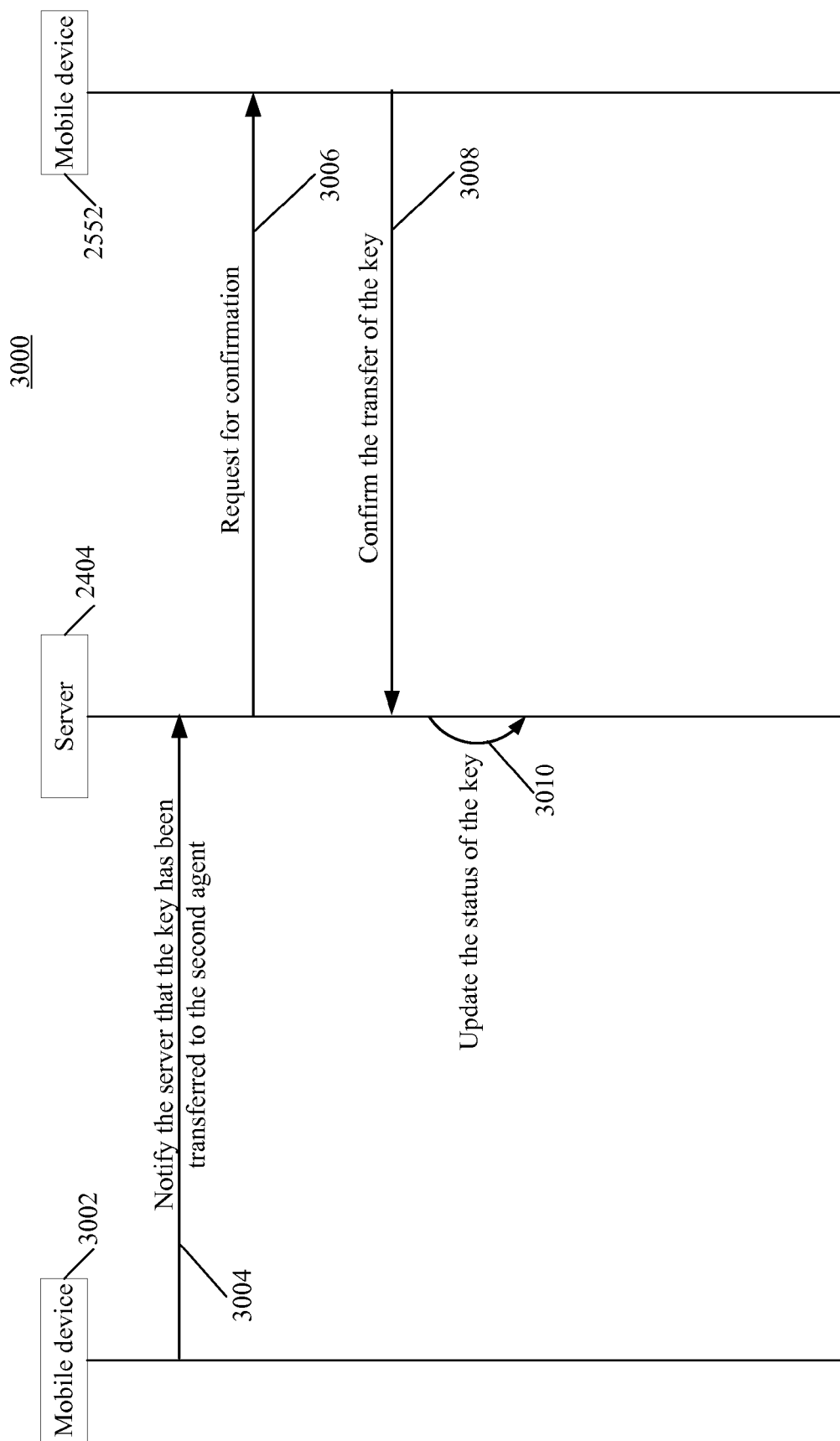


Figure 30

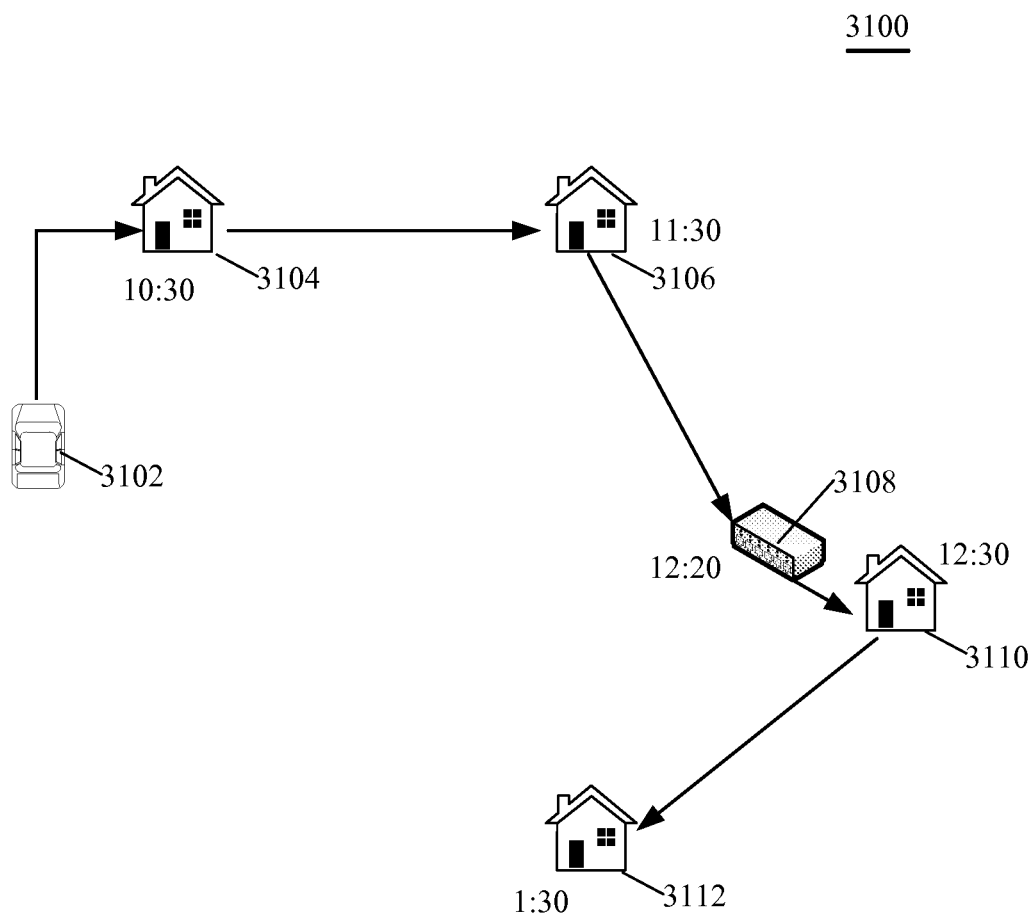


FIG. 31

1

# INTEGRATED REAL ESTATE SHOWING SCHEDULING AND KEY MANAGEMENT SYSTEM

## CROSS-REFERENCE TO RELATED APPLICATIONS

This application is a continuation-in-part of U.S. patent application Ser. No. 12/757,142, entitled "INTEGRATED REAL ESTATE SHOWING SCHEDULING AND KEY DISPENSING SYSTEM," filed Apr. 9, 2010, assigned to ShowingTime.com, Inc. of Chicago, Ill., and which is hereby incorporated by reference in its entirety, and which is a continuation-in-part of U.S. patent application Ser. No. 12/039,544, entitled "SHOWING MANAGEMENT SYSTEM TO AUTOMATICALLY MATCH AND CONTROL ELECTRONIC LOCKBOXES," filed Feb. 28, 2008, assigned to ShowingTime.com, Inc. of Chicago, Ill., and which is hereby incorporated by reference in its entirety.

This application is related to U.S. Pat. No. 6,973,432, filed Nov. 20, 2000, assigned to ShowingTime.com, Inc. of Chicago, Ill., and which is hereby incorporated by reference in its entirety. This application is also related to U.S. Pat. No. 8,145,352, filed Sep. 8, 2011, assigned to ShowingTime.com, Inc. of Chicago, Ill., and which is hereby incorporated by reference.

## FIELD OF THE INVENTION

The present invention relates generally to systems controlling access to property such as real estate and is particularly directed to a showing management system integrated into a key dispensing kiosk for use in high density real estate, such as for example, a condominium, town home, or apartment complex.

## DESCRIPTION OF THE PRIOR ART

Paramount in the real estate business is the need to show properties for sale to potential buyers. This requires the buyer and the buyer's agent (showing agent) to access the seller's property, usually when the seller is absent. Traditionally, real estate agents have used lockboxes to store the keys to the seller's property for retrieval by showing agents. These lockboxes have long been purely mechanical, requiring an access combination, a special key, or both, to be unlocked. However, to address and improve privacy, safety and efficiency, the real estate industry has begun to use electronic real estate lock box systems to manage the access to seller's properties. The main components of these lockbox systems are an electronic lockbox, an electronic key device to open the electronic lockbox and a supervisory central computer system/database.

The functionality of a prior art electronic lockbox system (see FIG. 1) can be briefly summarized as follows. The buyer's agent (showing agent) carries an electronic key device **104**, which can be a PDA, a cell phone, or a custom device adapted to wirelessly communicate with the electronic lockbox **103** and the central computer system/database **200**. In order to physically remove the property key locked inside the electronic lockbox **103**, the lockbox **103** requires the input of a unique access code in order to be unlocked. The access code may be generated by the central computer system **200** and is transmitted to the electronic key device **104**. The electronic key device **104** will then transmit the received unique access code, to the electronic lockbox **103**. Alternatively, the electronic key device **104** will present the access code to the showing agent, who must then manually input the access code into the electronic lockbox **103**. The electronic lockbox **103** will then compare the

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received access code to an internally generated access code; and if the codes match, access will be allowed.

The data describing the lockbox access is stored in the electronic key device **104**, the electronic lockbox **103**, or both. The electronic key device **104** is further capable of transmitting certain access data to the central computer system/database **200** for further processing. Access data may include identifications of the electronic key device and the key device holder, e.g., the Showing Agent ID, access date and time, property identification (Listing ID), etc. The ability to track, store and centrally process these access data are a valuable tool for the real estate industry. Knowing when and who has actually accessed a listed property not only addresses safety concerns, but also provides sellers and agents with valuable information about the interest in the property listing. For example, the stored access data makes it easier to contact the showing agent after a showing to collect feedback on how the property was perceived by the potential buyer.

However, in order to accurately process the access data collected from electronic lockboxes and/or electronic keys, a central processing system needs reliable data pertaining to which specific electronic lockbox is assigned to which specific property listing. Electronic lockboxes are inherently mobile, i.e., they are moved from one property listing to the next, when a specific property no longer is available for showing appointments. There is no preset or pre-configured association between a lockbox and a particular property listing. The prior art attempts to establish at least a temporary association between the lockbox and the property listing by requiring the seller's agent (listing agent) or listing office personnel to enter both the Lockbox ID (usually a serial number, or some other form of unique Lockbox ID) and the unique property listing code. Of course, the reliance on manual data input introduces the possibility of human error or simply neglect. Manually entering all of the required data also takes time. Yet, a database with missing data cannot be efficiently and correctly mined for data.

U.S. Pat. Nos. 6,989,732 and 7,009,489, hereby incorporated by reference, teach electronic lockbox systems including date and time access control mechanisms to prevent showing agents, even with valid key devices, from gaining access to a lockbox, i.e., a property, at any time. Those systems enable users to individually allow or deny access to an electronic lockbox at specified times. These predetermined access time windows are stored inside the electronic lockbox and in the central computer system/database. When the showing agent enters a unique access code into the electronic lockbox, the lockbox compares the current time with the predetermined access time data for the particular lockbox. If the showing agent attempts to access the lockbox at a time that is outside of the predetermined access time window, access is denied.

United States Publication Number 2003/0179075, hereby incorporated by reference, teaches an alternative system of time-based access control. Instead of conditioning the authorized access to the electronic lockbox on a positive match of the current access time and a predetermined access time window, these systems generate an access code that is unique for the predetermined date and time of access and/or the person seeking access. That unique access code is only valid for the authorized user during the predetermined access time, which may include a grace period for attempting to access the lockbox a little early or a little later than the beginning of the predetermined showing time. The time based access code is provided to the authorized showing agent by the central computer system. In order to unlock the electronic lockbox, the showing agent must manually enter a unique agent ID as well as the time-based access code into the electronic lockbox.

In addition to the central computer system/database **200** managing the electronic lockboxes **103** and electronic key

devices **104**, so called showing management systems **100** are also used in the real estate industry. A showing management system **100** allows showing agents to make showing appointments for selected property listings. These showing managements systems **100**, such as ShowingTime™'s ShowingDesk™ software, see U.S. Pat. No. 6,973,432, hereby incorporated by reference, typically integrate with or connect to one or more listing services to update its database of property listings. Showing agents can make showing appointments by directly accessing the showing management system **100** through an access device, such as a personal computer, as depicted in FIG. 2. The access device is connected to the showing management system **100** through either a wired or a wireless communications network. The showing management system **100** provides the showing agent with real-time access to all available property listings of the associated listing service. The showing agent can see the status of each property listing and available showing times making it very convenient to schedule a showing appointment. The scheduled appointment is stored real-time in the showing management system's database and is immediately visible to other showing agents accessing the showing management system. The information that is stored in the showing management system's database may include, but is not limited to, Listing ID, Showing Agent ID, and showing appointment start/end date and time.

Lockboxes provide a convenient way to enable access by a realtor to a single real estate property that is for sale. However, traditional lockboxes and electronic lockboxes are inefficient for use with dense configured real property, such as high-rise buildings, condominium complexes, town home complexes, apartment buildings and other high density real estate configurations. Key kiosks, which may hold hundreds of keys, are used to facilitate showings at such real properties. To retrieve a key from a key kiosk, a user generally must know an access code or have access to a device, such as a mechanical or electronic key, as well as an identifier for the individual real property unit that she wishes to access. For example, a user may retrieve a key corresponding to condominium unit **1649** by using a password, which may be unique to the user, as well as the unit number.

While key kiosks provide a convenient and cost effective way to provide access to realtors and others desiring to show or view a real property, present key kiosks have a number of shortcomings. One issue is that presently available key kiosks provide keys to those with the correct pass code irrespective of the time that the key is requested; i.e., even though a showing is scheduled for 1 PM, a key kiosk will provide a key to a party with the correct pass code at 12 PM or 2 PM, even though another party may have scheduled a showing at that time. Furthermore, since there is no integration with showing scheduling systems, presently available key kiosks cannot provide reminders to those who have neglected, or intentionally failed, to return keys, which will inconvenience all those coming later.

#### OBJECTS OF THE INVENTION

Accordingly, it is an object of this invention to provide a system and method for automatically controlling access to a key kiosk utilizing showing appointment data communicated from a showing scheduling system.

It is yet another object of this invention to provide a system and method to track those responsible for keys checked out from a key kiosk.

Another object of this disclosure is to provide a system and method for refusing to dispense a key from a key kiosk for a showing agent when she fails to return a checked-out key.

Another object of this disclosure is to provide a system and method for generating reports of key available statuses of key kiosks.

Another object of this disclosure is to provide a system and method allowing a key to be returned to a different key kiosk from the key kiosk from which the key is retrieved.

Another object of this disclosure is to provide a system and method for dispensing a key from a key kiosk for a showing agent by scanning a QR code.

Another object of this disclosure is to provide a system and method for dispensing a key from a key kiosk for a showing agent when the showing agent is nearby the key kiosk.

Another object of this disclosure is to provide a system and method for displaying a list of nearby key kiosks for a showing agent based on the physical location of the showing agent.

Another object of this disclosure is to provide a system and method for generating a showing tour including one or more stops at key kiosks.

Another object of this disclosure is to provide a system and method for dispensing a single common key from a key kiosk for a showing agent when the showing agent is showing multiple properties requiring the common key.

Another object of this disclosure is to provide a system and method for managing key transfer between showing agents.

#### SUMMARY OF THE INVENTION

Accordingly it is an advantage of the present invention to enable automatic dispensing of keys from a key kiosk based on the time that an appointment is scheduled for a showing. In one embodiment, the present invention is disclosed as a method of dispensing a key from a key kiosk disposed on or near a real property, the method comprising the steps of scheduling an appointment for showing a real property using a showing scheduling system. An appointment for a showing is scheduled by a user, such as, for example, a buyer's agent, a seller's agent, or a buyer interested in the property. The appointment includes a date, time, and an identifier for an authorized user. The identifier can be, for example, a unique code assigned to a person, although other forms of identification may be used as well, such as, for example, biometric identifiers, i.e., a retinal pattern, or a fingerprint, all of which are referred to herein under the general term user identifier. The appointment is then communicated to the key kiosk. This communication is conducted through a communication device, such as, for example, a network port, wireless network port, digital radio, or a paper message directed to a person that has the responsibility of manually entering information into the key kiosk. A user then enters identifies herself to the key kiosk, which validates the user, and dispenses the key. Of course, if the user was not validated, no key would be dispensed.

Further embodiments of the disclosed key dispensing method communicate from the key kiosk to the showing scheduling system the status of the key as dispensed after dispensing the key and available after the key has been returned. Additionally, the appointment can be expanded to include an end time, and the user can be notified if the key is not timely returned, i.e., returned by the end time or some period thereafter.

In a further embodiment, the present invention is disclosed as a system for dispensing a key from a key kiosk disposed on or near a real property, the system comprising a key kiosk for dispensing keys, the key kiosk disposed on or near a rear property, and including a communications device. The system further comprises a showing scheduling system for scheduling real property showings, the showing scheduling system further including a second communica-



tions device in communication with the key kiosk, and wherein the showing scheduling system communicates an appointment to the key kiosk, and the key kiosk dispenses a key after validating a user.

Further embodiments of the disclosed key dispensing system communicate the status of the key as dispensed and available from the key kiosk to the showing scheduling system, based on whether or not the key has been checked out or returned, and provide notifications to users that have not timely returned keys.

Further in accordance with the present teachings is a method for dispensing a key from a key kiosk. The method includes scheduling a showing appointment by a showing agent for showing a real property using a showing scheduling system. The appointment includes a date, time, and user identifier identifying the showing agent. The showing scheduling system determines a key kiosk that contains a set of keys associated with the real property. The showing scheduling system determines whether there is a key within the set of keys that is available for the appointment date and time. When the key is available for the appointment date and time, a server within the showing scheduling system automatically communicates the appointment to the key kiosk over the Internet. The key kiosk is adapted to dispense a plurality of keys corresponding to a plurality of real properties and including the set of keys, receive the appointment from the showing scheduling system, and authorize a user based on the appointment. When the user is authorized, the key kiosk dispenses the key. The key kiosk also communicate to the showing scheduling system a status of the key as dispensed to the authorized user from the key kiosk. The showing scheduling system receives the status of the key, and stores it into a database.

#### BRIEF DESCRIPTION OF THE DRAWINGS

Although the characteristic features of this invention will be particularly pointed out in the claims, the invention itself, and the manner in which it may be made and used, may be better understood by referring to the following description taken in connection with the accompanying drawings forming a part hereof, wherein like reference numerals refer to like parts throughout the several views and in which:

FIG. 1 depicts a prior art electronic lockbox system;

FIG. 2 depicts a prior art showing management system;

FIG. 3A depicts one embodiment of transmitting showing appointment data directly to the electronic lockbox;

FIG. 3B depicts one embodiment of transmitting showing appointment data directly to the electronic lockbox, whereby the electronic lockbox is powered by a bridge/relay device (e.g., computer, wireless LAN access point, etc.);

FIG. 3C depicts one embodiment of logic for transmitting showing appointment data from the showing management system to the electronic lockbox;

FIG. 4A depicts one embodiment of transmitting showing appointment data directly to the electronic key device;

FIG. 4B depicts one embodiment of transmitting showing appointment data directly to the electronic key device coupled to a cradle device, whereby the cradle device may be a bridge/relay device;

FIG. 4C depicts one embodiment of logic for transmitting showing appointment data from the showing management system to the electronic key device;

FIG. 5 depicts one embodiment of transmitting showing appointment data from the showing management system indirectly to the electronic lockbox and/or electronic key device, via a third party server system (e.g., electronic lockbox and electronic key device vendor);

FIG. 6A depicts one embodiment of transmitting showing appointment data from the showing management system to a third party server system;

FIG. 6B depicts one embodiment of transmitting showing appointment data from the showing management system to a third party server system via a push mechanism;

FIG. 6C depicts one embodiment of transmitting showing appointment data from the showing management system to a third party server system via a pull mechanism;

FIG. 7A depicts one embodiment of transmitting showing appointment data from the third party server system directly to the electronic lockbox;

FIG. 7B depicts one embodiment of transmitting showing appointment data from the third party server system to the electronic lockbox, whereby the electronic lockbox is powered by a bridge/relay device (e.g., computer, wireless LAN access point, etc.);

FIG. 7C depicts one embodiment of logic for transmitting showing appointment data from the third party server system to the electronic lockbox;

FIG. 8A depicts one embodiment of transmitting showing appointment data from the third party server system directly to the electronic key device;

FIG. 8B depicts one embodiment of transmitting showing appointment data from the third party server system to the electronic key device coupled to a cradle device, whereby the cradle device may be a bridge/relay device;

FIG. 8C depicts one embodiment of logic for transmitting showing appointment data from the third party server system to the electronic key device;

FIG. 9 depicts one embodiment of logic inside the electronic lockbox for controlling access when the showing appointment data is available at the electronic lockbox;

FIG. 10 depicts one embodiment of logic inside the electronic key device for controlling access when the showing appointment data is available at the electronic key device;

FIG. 11 depicts another embodiment of logic inside the electronic key device for controlling access when the showing appointment data is available at the electronic key device;

FIG. 12 depicts one embodiment of logic inside the electronic key device and/or the electronic lockbox for time synchronization of the device;

FIG. 13 depicts one embodiment of logic inside the showing management system for preprocessing data from an electronic lockbox;

FIG. 14 depicts one embodiment of logic inside the showing management system for matching a lockbox ID with a Listing ID, when the Listing ID is missing from electronic lockbox access data records when the showing management system is processing a batch of electronic lockbox access data records;

FIG. 15 depicts one embodiment of logic inside the showing management system to determine values for an approximately normal distribution by computing time intervals;

FIG. 16 depicts one embodiment of logic for matching Listing ID and Lockbox ID using a predetermined confidence level;

FIG. 17 depicts a table of cumulative probabilities for a standard normal distribution;

FIG. 18 depicts a probability density graph based on a given set of data;

FIG. 19 depicts a kiosk based showing appointment scheduling system;

FIG. 20 depicts one possible embodiment of appointment making logic executed by a kiosk based showing appointment scheduling system;

FIG. 21 depicts one possible embodiment of key retrieval logic executed by a kiosk based showing appointment scheduling system;

FIG. 22 depicts one possible embodiment of key checking logic executed by a kiosk based showing appointment scheduling system;

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FIG. 23 is a flowchart depicting a process by which a key kiosk denies a key check-out request when the showing agent already has a key checked out in accordance with the present teachings;

FIG. 24 is a sequence diagram depicting a process by which key return status is updated in accordance with the present teachings;

FIG. 25 is a sequence diagram depicting a process by which a QR code is used to retrieve a key from a key kiosk in accordance with the present teachings;

FIG. 26 is a sequence diagram depicting a process by which the GPS location of a showing agent is used to retrieve a key from a key kiosk in accordance with the present teachings;

FIG. 27 is a sequence diagram depicting a process by which nearby key kiosks are presented to a showing agent in accordance with the present teachings;

FIG. 28 is a flowchart depicting a process by which a showing appointment scheduling system server determines a showing tour including a key kiosk in accordance with the present teachings;

FIG. 29 is a sequence diagram depicting a process by which a key kiosk dispenses a single common key in accordance with the present teachings;

FIG. 30 is a sequence diagram depicting a process by which a showing appointment scheduling system server coordinates a key transfer between showing agents in accordance with the present teachings; and

FIG. 31 is a simplified block diagram depicting a showing tour route including a key kiosk in accordance with the present teachings.

A person of ordinary skills in the art will appreciate that elements of the figures above are illustrated for simplicity and clarity, and are not necessarily drawn to scale. The dimensions of some elements in the figures may have been exaggerated relative to other elements to help understanding of the present teachings. Furthermore, a particular order in which certain elements, parts, components, modules, steps, actions, events and/or processes are described or illustrated may not be actually required. A person of ordinary skills in the art will appreciate that, for the purpose of simplicity and clarity of illustration, some commonly known and well-understood elements that are useful and/or necessary in a commercially feasible embodiment may not be depicted in order to provide a clear view of various embodiments in accordance with the present teachings.

#### DETAILED DESCRIPTION OF THE ILLUSTRATED EMBODIMENT

The disclosed invention provides for improved functionality and management of electronic lockboxes 103 and electronic key devices 104 by integrating an electronic lockbox system (see FIG. 1) with a showing management system (see FIG. 2).

##### Automatic Access Control

One aspect of this invention is automatic access control to an electronic lockbox 103 utilizing scheduled showing appointment data maintained by the showing management system 100, whereby the scheduled showing appointment data is transmitted to the associated electronic lockbox 103 and/or electronic key device 104. The electronic lockbox 103 will open only when the actual access time is within the scheduled showing appointment time, whereby the showing appointment time is the time range within which lockbox access is granted to a particular Showing Agent ID. The following example illustrates this access control:

Showing agent Smith with the Showing Agent ID 534 uses the showing management system 100 to schedule a showing appointment for the property with the Listing ID 1234 on Jan. 11, 2008 between 10:00 AM and 11:00 AM. The actual showing appointment time may begin some time before 10:00 AM (X) and end some time after 11:00 AM (Y)

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on Jan. 11, 2008. The value for X and Y can be fixed values across the systems or could vary, for example, depending on individual showing appointments, different showing management systems, markets, properties, lockboxes, etc. The showing management system 100 also stores the Showing Agent ID of the showing agent authorized to access the electronic lockbox 103. The showing appointment time, the Showing Agent ID, and other data jointly constitutes showing appointment data. The showing management system 100 then transmits the showing appointment data to the electronic lockbox 103 that is assigned to the Listing ID for which the appointment was made. Assuming, that in the above example the value for X has been set to 30 minutes and the value for Y has been set to 15 minutes, the agent corresponding to Showing Agent ID 534 will not be able to access the lockbox 103 associated with the Listing ID 1234 before 9:30 AM and after 11:15 AM on Jan. 11, 2008. Furthermore, in this example, only the showing agent with the Showing Agent ID 534 will be allowed access to the lockbox 103 between 9:30 AM and 11:15 AM on Jan. 11, 2008.

In another embodiment of this invention the showing management system could allow for an assignment of a plurality of showing agents, i.e., Showing Agent IDs, to a particular scheduled showing appointment, thus allowing for parallel and/or overlapping appointments and access by more than one showing agent. In this case, all the assigned agents form a team. A team may consist of two or more members and the team members can represent each other in the sense of scheduling appointments and showing properties. The information that a plurality of agents with different respective Showing Agent IDs are a team may be provided by the respective agents, offices, brokerage, MLS or other entities. The showing management system is further able to define and manage teams of showing agents.

##### Transmission of Showing Appointment Data

With regard to the transmission of the showing appointment data to the electronic lockbox, there are many different possible embodiments. In one embodiment, shown in FIG. 3A, the showing management system 100 transmits the showing appointment data directly to the electronic lockbox 103 that has been assigned to the property for which the showing has been scheduled. In this embodiment, the specification of the electronic lockbox 103 needs to include at least a power source, such as a battery, an internal controller, an accurate timer which may be capable of synchronization with a time server, and a storage medium for storing showing appointment data and the lockbox's own unique ID. In this embodiment, the electronic lockbox 103 is further capable to connect to remote servers, such as those associated with a showing management system 100, over a wireless communications network. The electronic lockbox 103 may also be capable to send and receive encrypted data, including encrypted showing appointment data. The wireless connection between the lockbox 103 and the showing management system 100 may be permanent or only temporary following an activation request. A wired connection may also be implemented but appears to be of limited practicality for portable electronic lockboxes.

FIG. 3B shows another embodiment where the showing management system 100 transmits the showing appointment data directly to the electronic lockbox 103 that has been assigned to the property for which the showing has been scheduled. However, in this embodiment, the electronic lockbox 103 is operatively coupled to and powered by a powered bridge/relay device 103A, capable of receiving and transmitting data. The bridge/relay device 103A could be, for example, a computer, a wireless LAN access point, etc. The bridge/relay device 103A is operatively coupled to the electronic lockbox 103 via a wired or wireless communications link.

FIG. 3C shows a possible sequence of steps for transmitting showing appointment data from the showing management system 100 directly to the electronic lockbox 103. Upon request, the electronic lockbox 103 establishes a connection to a server of the showing management system 100. The electronic lockbox 103 then requests from the showing management system 100 all showing appointment data for the property associated with the requesting electronic lockbox 103. The showing appointment data for the property associated with the electronic lockbox 103 is then transmitted from the showing management system 100 to the electronic lockbox 103 via the communications link. The transmitted showing appointment data is then stored in a storage medium inside the electronic lockbox 103.

In another embodiment, shown in FIG. 4A, the showing management system 100 transmits the showing appointment data directly to an electronic key device 104 that has been assigned to the showing agent who is scheduled to show the property to which the transmitted showing appointment data pertains to. In this embodiment, the specification of the electronic key device 104 needs to include at least, but is not limited to, a power source, an internal controller, an accurate timer which may be capable of synchronization with a timer server, and a storage medium for storing at least showing appointment data, the key device's own unique ID or the Showing Agent ID who uses the key device 104. In this embodiment, the electronic key device 104 is further capable to connect to remote servers, such as those associated with a showing management system 100, over a wireless communications network. The electronic key device 104 may also be capable to send and receive encrypted data, including encrypted showing appointment data. The wireless connection between the key device 104 and the showing management system 100 may be permanent or only temporary following an activation request. A wired connection may also be implemented but appears to be of limited practicality for portable electronic key devices.

FIG. 4B shows another embodiment where the showing management system 100 transmits the showing appointment data directly to the electronic key device 104 that has been assigned to the showing agent who is scheduled to show the property to which the transmitted showing appointment data pertains to. However, in this embodiment, the electronic key device 104 is operatively coupled to a powered bridge/relay device 104A, which may also be capable of receiving and transmitting data. The bridge/relay device 104A is operatively coupled to the electronic key device 104 via a wired or wireless communications link.

FIG. 4C shows a possible sequence of steps for transmitting showing appointment data from the showing management system 100 directly to the electronic key device 104. Upon request, the electronic key device 104 establishes a connection to a server of the showing management system 100. The electronic key device 104 then requests from the showing management system 100 all showing appointment data for the property associated with the requesting showing agent using the electronic key device 104. The showing appointment data for the requesting showing agent is then transmitted from the showing management system 100 to the electronic key device 104 via a communications link. The transmitted showing appointment data is then stored in a storage medium inside the electronic key device 104.

FIG. 5 depicts an alternate embodiment, where instead of transmitting showing appointment data from the showing management system 100 directly to the electronic lockbox 103 and/or the electronic key device 104, the showing appointment data could be transmitted via a third party system 200, e.g., the electronic lockbox management system of the electronic lockbox and/or electronic key device vendor).

FIG. 6A depicts one embodiment of transmitting showing appointment data from the showing management system 100

to a third party system 200 via a wired or wireless communications link. The transmission of showing appointment data in FIG. 6A may be accomplished through either a pull or a push mechanism.

FIG. 6B shows one embodiment of transmitting showing appointment data via a push mechanism, whereby the showing management system 100 requests to connect to the third party system 200 and after the connection is established, uploads, i.e., transmits, the showing appointment data from the showing management system 100 to the third party system 200. The transmitted showing appointment data is then stored on the third party system 200.

FIG. 6C shows one embodiment of transmitting showing appointment data via a pull mechanism, whereby the third party system 200 requests to connect to the showing management system 100 and after the connection is established, downloads, i.e., receives, the showing appointment data from the showing management system 100 to the third party system 200. The transmitted showing appointment data is then stored on the third party system 200.

Once the showing appointment data is stored on the third party system 200 it must be transmitted to the electronic lockbox 103 and/or the electronic key device 104. FIG. 7A shows one embodiment of transmitting the showing appointment data from the third party system 200 directly to the electronic lockbox 103 via a communications link. FIG. 7B shows another embodiment where the third party system 200 transmits the showing appointment data directly to the electronic lockbox 103 that has been assigned to the property for which the showing has been scheduled. However, in this embodiment, the electronic lockbox 103 is operatively coupled to, and potentially powered by, a powered bridge/relay device 103A, capable of receiving and transmitting data. The bridge/relay device 103A could be, for example, a computer, a wireless LAN access point, etc. The bridge/relay device 103A is operatively coupled to the electronic lockbox 103 via a wired or wireless communications link.

FIG. 7C shows a possible sequence of steps for transmitting showing appointment data from the third party system 200 directly to the electronic lockbox 103. Upon request, the electronic lockbox 103 establishes a connection to a server of the third party system 200. The electronic lockbox 103 then requests from the third party system 200 all showing appointment data for the property associated with the requesting electronic lockbox 103. The showing appointment data for the property associated with the electronic lockbox 103 is then transmitted from the third party system 200 to the electronic lockbox 103 via the communications link. The transmitted showing appointment data is then stored in a storage medium inside the electronic lockbox 103.

FIG. 8A shows one embodiment of transmitting the showing appointment data from the third party system 200 directly to the electronic key device 104 via a communications link. FIG. 8B shows another embodiment where the third party system 200 transmits the showing appointment data directly to the electronic key device 104 that has been assigned to the showing agent who is scheduled to show the property to which the transmitted showing appointment data pertains to. However, in this embodiment, the electronic key device 104 is operatively coupled to a powered bridge/relay device 104A, which may also be capable of receiving and transmitting data. The bridge/relay device 104A is operatively coupled to the electronic key device 104 via a wired or wireless communications link.

FIG. 8C shows a possible sequence of steps for transmitting showing appointment data from the third party system 200 directly to the electronic key device 104. Upon request, the electronic key device 104 establishes a connection to a server of the third party system 200. The electronic key device 104 then requests from the third party system 200 all showing appointment data for the property associated with

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the requesting showing agent using the electronic key device **104**. The showing appointment data for the requesting showing agent is then transmitted from the third party system **200** to the electronic key device **104** via a communications link. The transmitted showing appointment data is then stored in a storage medium inside the electronic key device **104**.

## Controlling Lockbox Access

Once the showing appointment data is available at the electronic lockbox **103**, the actual access to lockbox **103** is controlled by a logic executed inside the electronic lockbox **103**. FIG. 9 shows a possible sequence of steps for controlling access when the showing appointment data is available at the electronic lockbox **103**. In this embodiment, the logic inside the electronic lockbox **103** compares the current date and time of the internal timer and the Showing Agent ID of the showing agent attempting to access the lockbox **103** with the stored showing appointment data. As noted above, the showing appointment time comprises a time range/interval that may include a predetermined period of time before and after the actual showing appointment time as well as the Showing Agent ID of the showing agent for whom the appointment was made. In case the showing appointment was made for a plurality of showing agents or the showing management system has defined a team of showing agents, each of the corresponding Showing Agent IDs would also be included in showing appointment data. If the accessing Showing Agent ID and the current access time match the stored showing appointment data, the lockbox **103** will grant access.

Alternatively, the showing appointment data may be available at the electronic key device **104**. FIG. 10 shows an embodiment where the actual access to the lockbox **103** is controlled by logic executed inside the electronic key device **104**. In this embodiment, the electronic key device **104** connects to the electronic lockbox **103** via a communications link. The key device **104** then determines the Lockbox ID and the Listing ID this particular lockbox is presently assigned to from data that is stored on a storage device inside the electronic lockbox **103**. The logic inside the key device **104** then determines if the showing agent with a particular Showing Agent ID has a scheduled appointment for the Listing ID stored on the electronic lockbox **103** by comparing the Listing ID with the one that is part of the showing appointment data stored inside the key device **103**. If the Listing ID matches, the logic inside the key device **104** compares the current date and time of the internal timer with the stored showing appointment data. As noted above, the showing appointment data comprises a time range/interval that may include a predetermined period of time before and after the actual showing appointment time as well as the Showing Agent ID of the showing agent for whom the appointment was made. In case the showing appointment was made for a plurality, i.e., team of showing agents, each of the corresponding Showing Agent IDs would also be included in showing appointment data. If the current access time matches the stored showing appointment time, the lockbox **103** will grant access.

FIG. 11 shows another possible sequence of steps where the actual access to the lockbox **103** is controlled by logic executed inside the electronic key device **104**. In this

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embodiment, the electronic key device **104** connects to the electronic lockbox **103** via a communications link. The key device **104** then determines the Lockbox ID and the Listing ID this particular lockbox is presently assigned to from data that is stored on a storage device inside the electronic lockbox **103**. The logic inside the key device **104** then determines if the showing agent with a particular Showing Agent ID has a scheduled appointment for the Listing ID stored on the electronic lockbox **103**, by comparing the Listing ID with the one that is part of the showing appointment data stored inside the key device **103**. If the Listing ID matches, the key device **104** transmits the showing appointment data to the lockbox **103**. Then, logic inside the lockbox **103** compares the current date and time of the internal timer with the showing appointment data. As noted above, the showing appointment data comprises a time range/interval that may include a predetermined period of time before and after the actual showing appointment time as well as the Showing Agent ID of the showing agent for whom the appointment was made. In case the showing appointment was made for a plurality, i.e., team of showing agents, each of the corresponding Showing Agent IDs would also be included in showing appointment data. If the current access time matches the stored showing appointment time, the lockbox **103** will grant access.

## Time Synchronization

Reliable lockbox access control based on predetermined showing appointment data requires an accurate internal timer inside the electronic lockbox **103** and/or the electronic key device **104** to ensure that access is actually granted during the predetermines showing times. Systems and methods to synchronize internal timing devices are widely known in the art. FIG. 12 shows just one of many possible sequences of steps the electronic lockbox **103** and/or the electronic key device **104** may execute to synchronize their internal timers. In this embodiment, the electronic lockbox **103** and or the electronic key device **104** will establish a connection to a remote server via a communications link, whereby the remote server will synchronize the internal timer.

## Matching Lockbox ID with Listing ID

The showing management system of this invention further programmatically matches a specific electronic lockbox with a specific Listing ID. As noted above, most electronic lockboxes are capable of storing access data, which may include, but are not limited to, Lockbox ID, Showing Agent ID, Access Date and Time, Listing ID, etc. However, electronic lockboxes are only temporarily "assigned" to a specific property, i.e., they are constantly moved from one listed property to the next and the seller's agent or listing office personnel is required to manually enter both the unique Lockbox ID and the Listing ID into the a database or other means of tracking the lockbox's location whenever it is moved to a new property. However, many times this manual assignment is not completed by the agents or listing offices resulting in an incomplete lockbox access data record. A lockbox access data record where the Listing ID is missing may be formatted as below:

| Access Event | Lockbox ID | Listing ID | Access Date   | Access Time | Showing Agent Key ID | Showing Agent ID |
|--------------|------------|------------|---------------|-------------|----------------------|------------------|
| L1           | 3453       | n.a.       | Jan. 11, 2008 | 9:40 AM     | 7655                 | 566              |

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Prior art showing management services, such as ShowingTime™'s ShowingDesk™ software (see U.S. Pat. No. 6,973,432) allows real estate professionals, especially listing and showing agents, to schedule an appointment for a showing. A typical showing appointment data record stored in the showing management system's database may contain, but is not limited to, the data fields shown in the table below.

| Listing ID | Showing Date | Showing Time | Showing Agent ID |
|------------|--------------|--------------|------------------|
| 1234       | Jan. 4, 2008 | 9:45 AM      | 566              |
| 1234       | Jan. 4, 2008 | 3:00 PM      | 582              |

The showing management system of this invention compares available lockbox access records with the stored showing time appointment data records and programmatically matches a Listing ID to a Lockbox ID.

#### Optional Preprocessing of Imported Lockbox Access Records

In order to process the lockbox access records, they must be imported into the showing management system's database. In one embodiment the lockbox access records stored in the electronic lockboxes are transmitted via a communications link between the electronic lockbox and the showing management system's servers coupled to the showing management system's database. An imported lockbox access record from a particular electronic lockbox may look like the table below.

| Access Event | Lockbox ID | Listing ID | Access Date   | Access Time | Showing Agent Key ID | Showing Agent ID |
|--------------|------------|------------|---------------|-------------|----------------------|------------------|
| L1           | 3453       | 1234       | Jan. 11, 2008 | 9:40 AM     | 7655                 | 566              |
| L2           | 3453       | n.a.       | Jan. 11, 2008 | 3:10 PM     | 8224                 | 582              |
| L3           | 3453       | n.a.       | Jan. 12, 2008 | 11:12 AM    | 7655                 | 566              |
| L4           | 3453       | 1234       | Jan. 14, 2008 | 2:58 PM     | 4357                 | 226              |
| L5           | 3453       | 1234       | Jan. 15, 2008 | 10:05 AM    | 7790                 | 733              |

In the table above, recorded Access Events L2 and L3 do not list Listing IDs. If desired the showing management system may perform preprocessing of the lockbox access record of a particular lockbox (here: lockbox with Lockbox ID 3453) to automatically fill in the missing Listing ID. This is designed to cover either of two scenarios: (1) a user has inadvertently removed the assignment during the time period between events L1 and L4, or (2) the empty entries remain after other lockbox assignment steps described elsewhere in this disclosure have been done.

The flowchart of FIG. 13 depicts one possible sequence of steps for preprocessing lockbox access records from a lockbox having a particular Lockbox ID. The showing management system gathers all available lockbox access records from one particular lockbox and orders all Access Events by Access Date and Access Time in ascending order. When an Access Event in the access record does not list a

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Listing ID, the logic will compare the Listing ID recorded for the previous Access Event (X) with the first available Listing ID in an access event (Y) after this incomplete Access Event. If the Listing ID of Access event X and Y are identical, the logic will set the Listing ID for all the incomplete Access Events between Access Event X and Y to that of Access Event X. Accordingly, in the example above, the showing management system's logic would automatically set the Listing ID for the Access Events L2 and L3 to 1234.

A similar preprocessing logic may also be used if a Listing ID in the lockbox access record is not missing, but appear to be erroneous or inconsistent. For example, Access Event L2 lists the Listing ID 1243, while the other Access Events list the Listing ID 1234.

| Access Event | Lockbox ID | Listing ID | Access Date   | Access Time | Showing Agent Key ID | Showing Agent ID |
|--------------|------------|------------|---------------|-------------|----------------------|------------------|
| L1           | 3453       | 1234       | Jan. 11, 2008 | 9:40 AM     | 7655                 | 566              |
| L2           | 3453       | 1243       | Jan. 11, 2008 | 3:10 PM     | 8224                 | 582              |
| L3           | 3453       | 1234       | Jan. 12, 2008 | 11:12 AM    | 7655                 | 566              |
| L4           | 3453       | 1234       | Jan. 14, 2008 | 2:58 PM     | 4357                 | 226              |

Here, the preprocessing logic would identify the Listing ID recorded for L2, i.e., 1243 as being inconsistent, by comparing all Listing IDs recorded in the given lockbox access record. In the event the preprocessing logic fails to deliver an obvious correction with high certainty, the showing management system will treat all inconsistent Listing IDs as if they were missing all together and will run this modified lockbox access record through the matching algorithm described below. The system will then compare the results of the matching algorithm with the original lockbox access record that contains the apparently inconsistent Lockbox IDs. If the matched Listing IDs are different from the original Lockbox IDs the showing management system will keep the Lockbox IDs that resulted from the matching algorithm.

#### Matching a Lockbox ID with a Listing ID

FIG. 14 depicts one embodiment of logic inside the showing management system for matching a Lockbox ID with a Listing ID, when the Listing ID is missing from electronic lockbox access data records. For an Access Event without a Listing ID, the showing management system will analyze the Showing Agent ID, the Access Date and the Access Time recorded for that particular Access Event. The showing management system then retrieves the records for all scheduled showing appointments associated with the recorded Showing Agent ID from the showing management system's database. Next, the system will compute the time differences between the recorded lockbox Access Date and Access Time and the scheduled showing appointment times. If the Access Date/Access Time recorded for the particular Access Event fall within a scheduled showing appointment's

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start and end time, i.e., less than x minutes before the scheduled showing appointment's start time and less than y minutes after the scheduled showing appointment's end time, the showing management system will assign the Listing ID from this matching showing appointment to this Access Event. The value for x and y may be determined by an administrator of the showing management system, and may depend on many factors. When determining values for x and y, it is obvious that setting lower values for x and y may result in fewer but more accurate Listing ID matches, whereby higher values may yield more but less accurate matches.

The logic of FIG. 14 is further explained in the following example. The following table contains a number of scheduled showing appointments.

| Showing Appt. | Showing Date  | Showing Time | Showing Agent ID | Listing ID |
|---------------|---------------|--------------|------------------|------------|
| A1            | Jan. 11, 2008 | 3:00 PM      | 582              | 1234       |
| A2            | Jan. 11, 2008 | 3:30 PM      | 566              | 5678       |
| A3            | Jan. 11, 2008 | 4:00 PM      | 244              | 1234       |
| A4            | Jan. 11, 2008 | 5:30 PM      | 868              | 1234       |

Imported lockbox access records from different lockboxes, where the Listing ID was not recorded or is missing may look like this:

| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 11, 2008 | 3:10 PM     | 582              | 9001       | n.a.       |
| L2           | Jan. 11, 2008 | 3:15 PM     | 566              | 9002       | n.a.       |
| L3           | Jan. 11, 2008 | 3:50 PM     | 244              | 9001       | n.a.       |
| L4           | Jan. 11, 2008 | 5:31 PM     | n.a.             | 9001       | n.a.       |

For these sets of data, it is likely that the lockbox with the Lockbox ID 9001 is assigned to Listing ID 1234 and Lockbox ID 9002 is assigned to Listing ID 5678.

The following examples will illustrate the application of the matching logic shown in FIG. 14. First, Showing Appointment A1 for the showing of the property with the Listing ID 1234 was set for 3:00 PM for the showing agent with ID 582. According to the lockbox Access Event L1, Agent ID 582 was accessing Lockbox ID 9001 at 3:10 PM. Since the lockbox access by Agent ID 582 occurred at about the same time as the appointment was scheduled, i.e., 10 minutes late, it is likely that the showing agent was accessing the property with the Listing ID 1234 using the lockbox with the Lockbox ID 9001. Furthermore, for this same reason it is unlikely that the other lockboxes in this exemplary lockbox access record match with Listing ID 1234 or that any other Listing ID is associated with Lockbox ID 9001.

Second, Showing Appointment A2 for the showing of the property with the Listing ID 5678 was set for 3:30 PM for the showing agent with ID 566. According to the lockbox Access Event L2, Agent ID 566 was accessing Lockbox ID 9002 at 3:15 PM. Since the lockbox access occurred by Agent ID 566 at about the same time as the appointment was scheduled, i.e., 15 minutes early, it is likely that the showing agent was accessing the property with the Listing ID 5678 using the lockbox with Lockbox ID 9002. Furthermore, for this same reason it is unlikely that the other lockboxes in this exemplary lockbox access record match with Listing ID 1234 or that any other Listing ID is associated with Lockbox ID 9002.

Third, Showing Appointment A3 was set for a 4:00 PM showing of Listing ID 1234 by the agent having Agent ID 244. According to the lockbox Access Event L3, Agent ID

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244 was accessing Lockbox ID 9001 at 3:50 PM. Since the lockbox access occurred by the agent having Agent ID 244 at about the same time as the appointment was scheduled, i.e., 10 minutes early, it is likely that the agent was accessing the property with the Listing ID 1234 using the lockbox with Lockbox ID 9001. Furthermore, for this same reason it is unlikely that the other lockboxes match Listing ID 1234 or that any other Listing ID is associated with Lockbox ID 9001.

Finally, this logic is also capable to determine the Showing Agent ID for a recorded Access Event, should that data be absent from the record. In the table above, the Showing Appointment A4 for a showing of Listing ID 1234 by Agent ID 868 was set for 5:30 PM. According to the lockbox Access Event L4, Lockbox ID 9001 was accessed by an unidentified showing agent at 5:31 PM. Since the lockbox access occurred at about the same time as the appointment was scheduled, i.e., 1 minute late, it is likely that the showing agent that was accessing the lockbox was the showing agent with Showing Agent ID 868 and that the associated property has the Listing ID 1234.

### Improved Matching

While the aforementioned matching algorithm is easy to implement and is reasonably efficient, there is no guarantee that the matches generated by the algorithm are correct. For example, in the likely case where multiple showings occur simultaneously, and multiple fields are uncertain, the above algorithm will not generate accurate matches. Therefore, another aspect of this invention is the use of an improved matching algorithm incorporating statistical methods to generate an acceptable level of confidence. Cumulative probabilities for a standard normal distribution table are shown in FIG. 17.

FIG. 15 depicts one embodiment of logic for matching a Listing ID with a Lockbox ID by establishing a "normal distribution." For an Access Event without a Listing ID, the showing management system will analyze the Showing Agent ID, the Access Date and the Access Time recorded for that particular Access Event. The showing management system then retrieves all scheduled showing appointments associated with that Showing Agent ID for the same date as the recorded Access Date with the missing Listing ID. Next, the system will compute the smallest time difference between the recorded lockbox Access Date/Access Time and all scheduled showing appointments for that particular Showing Agent ID on that particular Access Date.

When calculating the time difference/interval, the following algorithm is applied. When the recorded lockbox Access Time is before the scheduled appointment's start time, then the appointment start time is subtracted from the lockbox Access Time. When the recorded lockbox Access Time is after a scheduled appointment's end time, the appointment's end time is subtracted from the recorded lockbox Access Time. When the recorded lockbox Access Time is between the appointment's start and end time, then the time interval is set to 0 (zero). The smallest time intervals are then entered into a new interval data set. This interval data set is approximately a normal distribution.

FIG. 18 is a graph depicting a probability density curve demonstrating the approximately normal distribution based on a given set of data. Here, the given set of data includes a mean of  $m=7.965079365$ , and a standard deviation of  $s=51.93862147$ , whereby the horizontal axis shows the smallest time intervals in minutes.

Let X stand for the normal random variable of these intervals, whose values are this data set and P stand for the cumulative probability. By utilizing the technique of standardizing a normal distribution,  $Z=(X-m)/s$ , and the table of Cumulative Probabilities for a Standard Normal Distribution

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(see FIG. 17), we can establish the relationship between confidence intervals and probabilities. The following small table lists several value pairs of this relationship. A more refined table with many more entries or a formula approach may be used in an actual implementation.

| Confidence interval mathematical representation | Confidence interval value representation in minutes | Probability or confidence level |
|---|---|---------------------------------|
| $m \pm 0.667*s$                                 | -26.67798116 to 42.60813989                         | 50%                             |
| $m \pm 1.0*s$                                   | -43.97354211 to 59.90370084                         | 68%                             |
| $m \pm 1.645*s$                                 | -77.47395295 to 93.40411168                         | 90%                             |
| $m \pm 1.96*s$                                  | -93.83461872 to 109.7647774                         | 95%                             |
| $m \pm 2.58*s$                                  | -126.036564 to 141.9667228                          | 99%                             |

For example, one value from the above computed data set is 90 minutes. In the table above, the smallest range the value 90 falls in is -77.47395295 to 93.40411168. Accordingly, we can say that we are 90% confident that the match between the lockbox access record and showing appointment record is accurate. FIG. 26 depicts one embodiment of logic to match a Listing ID with a Lockbox ID and to determine the confidence level of the accuracy of the match.

To further enhance the accuracy of the matches it should further be considered that the approximate normal distribution curve's properties, mean and standard deviation may vary based on the underlying data set. There are many approaches to utilize this technique. One way is to categorize the lockbox access records by real estate agency offices, groups of offices (based on specific criteria, such as, for example, geographical location, real estate professional association, etc.), all offices, or other criteria. After having computed the mean and standard deviation for each category, it is applied to lockbox access records with missing Listing IDs that belong to the same category.

#### Matching Based on Multiple Showing Agents

The aforementioned matching is based on only one lockbox access record. By itself, this can be inaccurate and/or impossible to use for matching. For example, the disclosed matching algorithm cannot be used at all or will be highly inaccurate if: 1) there are no showing appointments in the showing management's database that are associated with the Showing Agent ID recorded in the lockbox access record, 2) even the smallest computed time difference between the recorded lockbox Access Date/Access Time and all scheduled showing appointments for that particular Showing Agent ID on that particular Access Date is still too large (i.e., outside the normal distribution), or 3) some other irregularity occurs. Such an incomplete lockbox access record prior to matching efforts may look like this:

| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 11, 2008 | 9:29 AM     | 582              | 9001       | n.a.       |
| L2           | Jan. 12, 2008 | 4:00 PM     | 566              | 9001       | n.a.       |

Based on the aforementioned matching, different Listing IDs might be determined for these two Access Events. These two Access Events are presented as an example. There might be multiple records from the same Lockbox ID. When

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different Listing IDs are found for access records for the same Lockbox ID, there are two scenarios. First, the Access Events are timely ordered:

| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 13, 2008 | 9:29 AM     | 566              | 3453       | 123        |
| L2           | Jan. 14, 2008 | 4:00 PM     | 765              | 3453       | 123        |
| L3           | Jan. 15, 2008 | 4:00 PM     | 54               | 3453       | 234        |
| L4           | Jan. 16, 2008 | 4:00 PM     | 434              | 3453       | 234        |
| L5           | Jan. 17, 2008 | 4:00 PM     | 543              | 3453       | 456        |

For example, the lockbox access record above contains Listing IDs 123, 234 and 456. If the access events are grouped by Listing IDs, these subgroups are in timely sequential order. It can be assumed that the match is accurate and that the lockbox with Lockbox ID 3453 was indeed used on different properties (i.e., was associated with different Listing IDs).

In the second scenario the Access Events in a lockbox access record are not timely ordered:

| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 13, 2008 | 9:29 AM     | 566              | 3453       | 123        |
| L2           | Jan. 14, 2008 | 4:00 PM     | 765              | 3453       | 123        |
| L3           | Jan. 13, 2008 | 4:00 PM     | 54               | 3453       | 234        |
| L4           | Jan. 16, 2008 | 4:00 PM     | 434              | 3453       | 234        |
| L5           | Jan. 17, 2008 | 4:00 PM     | 543              | 3453       | 456        |

Note that in the example above Access Event L3 is not in timely order. There are many possible ways to process these "noise" cases and a variety of factors to consider, whereby the results can vary dramatically. One possible way to approach these "noise" cases is to consider the computed confidence level for each matching. When in conflict, the match with highest computed confidence level should overwrite possible matches with lower confidence levels. For example, if the computed confidence level for Access Event L2 is 87% and the computed confidence level for Access Event L3 is only 13%, then it is far more accurate if the system assigns Listing ID 123 to Access Event L3 instead of Listing ID 234.

#### Utilizing Historic Lockbox Access Data to Improve Matching Accuracy

The showing management system may not have available all lockbox access data when performing the disclosed matching algorithm. This may be the case when the lockbox access data are not promptly transmitted to the showing management system. Therefore the matching algorithm may be performed repeatedly to improve the matching accuracy. Each time the algorithm is performed, it will have available more lockbox access data for processing than before. Accordingly, the more historic lockbox access data are available for processing, the more accurate the resulting matches are and it will be possible to assign most of the lockboxes (i.e., Lockbox IDs) to Listing IDs without having to rely on a constant availability of up to date lockbox access data.

#### The Showing Agent is not the Agent Who Scheduled the Showing Appointment

According to the disclosed matching algorithm, a recorded Access Event should match a scheduled showing appointment for the accessed property (i.e., Listing ID).

However, there may be instances where the showing agent is not the same agent for whom a showing appointment was scheduled. In other words, a showing agent with a Showing Agent ID different from the one that was scheduled access the lockbox. There are two possible scenarios.

First, the Access Event is the intended showing of the appointment. In this case, the accessing showing agent and the agent for whom the showing appointment was made form a team. A team may consist of two or more members and the team members can represent each other in the sense of scheduling appointments and showing properties. The information that a plurality of agents with different respective Showing Agent IDs are a team can be provided by the respective agents, offices, brokerage, MLS or other entities. The showing management system is further capable of defining and managing teams of showing agents. To allow for accurate matching in cases like this, the disclosed matching algorithm must be able to treat a plurality of different Showing Agent IDs as one, when processing lockbox access records and showing time appointment records. The algorithm is required to be resilient to this situation. It does so by cumulatively building the probability prior to the final assignment.

Second, the Access Event is not the intended showing of the appointment. In this case, the disclosed matching algorithm cannot produce a match. However, the "Refine lockbox data process" described below, could assign a Listing ID to this lockbox Access Event.

#### Repeated Matching

It is very likely that the result of a matching process is not accurate. For example, one result might look like what is described in the following table, assuming any "noise" or conflicts have been resolved.

| Access Event | Lockbox ID | Listing ID | Access Date   | Access Time | Confidence Level of Match |
|--------------|------------|------------|---------------|-------------|---------------------------|
| L1           | 3453       | 123        | Jan. 3, 2008  | 11:29 AM    | Listing ID present        |
| L2           | 3453       | 123        | Jan. 3, 2008  | 2:00 PM     | 0.9                       |
| L3           | 3453       | n.a.       | Jan. 10, 2008 | 2:00 PM     | 0                         |
|              |            |            |               |             | (no match)                |
| L4           | 3453       | 234        | Jan. 18, 2008 | 1:00 PM     | 0.7                       |
| L5           | 3453       | 234        | Jan. 20, 2008 | 3:00 PM     | 0.8                       |
| L6           | 3453       | 456        | Jan. 24, 2008 | 4:00 PM     | Listing ID present        |

Ratings can be established on a result of a matching process. One rating may be the sum of these confidence levels. In this example, the rating would be  $0.9+0.0+0.7+0.8=2.4$ . The next table is the result of a subsequent matching process.

| Access Event | Lockbox ID | Listing ID | Access Date   | Access Time | Confidence Level of Match |
|--------------|------------|------------|---------------|-------------|---------------------------|
| L1           | 3453       | 123        | Jan. 3, 2008  | 11:29 AM    | Listing ID present        |
| L2           | 3453       | 123        | Jan. 3, 2008  | 2:00 PM     | 0.9                       |
| L3           | 3453       | n.a.       | Jan. 10, 2008 | 2:00 PM     | 0                         |
|              |            |            |               |             | (no match)                |
| L4           | 3453       | 234        | Jan. 18, 2008 | 1:00 PM     | 0.7                       |
| L5           | 3453       | 456        | Jan. 20, 2008 | 3:00 PM     | 0.9                       |
| L6           | 3453       | 456        | Jan. 24, 2008 | 4:00 PM     | Listing ID present        |

In this case, the rating for this matching process is  $0.9+0.0+0.7+0.9=2.5$ . When comparing the two ratings, i.e.,

2.4 and 2.5, the rating of 2.5 is higher and the system should accept the matching results of the matching process with the higher rating.

#### Improved Rating for Match Results

In the last two tables above, the Access Date of Access Event L5 is closer to the Access Date of L4 than to the Access Date of L6. The match ratings are further improved by assigning a bigger weight to the matching results of the first table. There are many different ways to assign weights. One possible way is  $1/n$ , whereby  $n$  is the sum of 1 and the number of days between the Access Event of the matched Access Event and the previous or subsequent Access Event, whichever is closer. If the previous or subsequent Access Event doesn't have the same Listing ID as the matched Access Event, then  $n$  is set to a fixed number. The appropriate value for  $n$  may be the number of unassigned lockboxes in the set of possible lockboxes. In this example, the value for  $n$  is  $n=365$ . Based on this improvement, the new ratings would be  $0.9*1/1+0.0+0.7*1/365+0.8*1/3=1.168584$  and  $0.9*1/1+0.0+0.7*1/365+0.85*1/5=1.071918$ . Based on this adjusted rating, the result of the first matching is a better one.

#### No Scheduled Showing Appointment Data

There may be a recorded lockbox Access Event though no showing appointment was scheduled. This is particularly common on vacant properties. Since there is no scheduled showing appointment for the lockbox, the lockbox cannot be assigned to the property/Listing ID.

#### Refine Lockbox Access Data Processing

Before the lockbox access records are run through the disclosed matching algorithm, the records may look like this:

| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 13, 2008 | 9:29 AM     | 566              | 3453       | n.a.       |
| L2           | Jan. 14, 2008 | 4:00 PM     | 765              | 3453       | n.a.       |
| L3           | Jan. 13, 2008 | 4:00 PM     | 54               | 3453       | n.a.       |
| L4           | Jan. 16, 2008 | 4:00 PM     | 434              | 3453       | n.a.       |
| L5           | Jan. 17, 2008 | 4:00 PM     | 543              | 3453       | n.a.       |

After the matching, the records may look like the following table. This pattern may be repeated for a large set of records. Here Access Events L1, L4 and L5 are now assigned to the same Listing ID.

| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 13, 2008 | 9:29 AM     | 566              | 3453       | 123        |
| L2           | Jan. 14, 2008 | 4:00 PM     | 765              | 3453       | n.a.       |
| L3           | Jan. 13, 2008 | 4:00 PM     | 54               | 3453       | n.a.       |
| L4           | Jan. 16, 2008 | 4:00 PM     | 434              | 3453       | 123        |
| L5           | Jan. 17, 2008 | 4:00 PM     | 543              | 3453       | 123        |

In this refinement process, the Listing ID 123 was assigned to Access Events L1 and L3. The "refinement" logic may be similar to the one shown in FIG. 23 (i.e., Preprocessing of lockbox access data).



| Access Event | Access Date   | Access Time | Showing Agent ID | Lockbox ID | Listing ID |
|--------------|---------------|-------------|------------------|------------|------------|
| L1           | Jan. 13, 2008 | 9:29 AM     | 566              | 3453       | 123        |
| L2           | Jan. 14, 2008 | 4:00 PM     | 765              | 3453       | 123        |
| L3           | Jan. 13, 2008 | 4:00 PM     | 54               | 3453       | 123        |
| L4           | Jan. 16, 2008 | 4:00 PM     | 434              | 3453       | 123        |
| L5           | Jan. 17, 2008 | 4:00 PM     | 543              | 3453       | 123        |

### Team Matching

In instances where a plurality of showing agents, i.e., a showing agent team, is assigned to a particular Listing ID, the disclosed logic and matching algorithms may also be used to assure correct matching of Listing ID and Showing Agent IDs. Like matching individual Showing Agent IDs with a Listing ID, the showing management system would use the same available showing appointment data and imported lockbox access records. The disclosed algorithms and methods to improve the matching accuracy would be applied repeatedly to account for members joining or leaving a team. The matching results may also be used for controlling the access to an electronic lockbox.

### Kiosk Based Scheduling

In a further aspect of the disclosed system, a showing appointment making system may be coupled with a key delivery kiosk. The disclosed system may be advantageously used with any high density real estate property, such as, for example, an apartment complex, a condominium complex, or a town home development. Using the disclosed system, a user of the showing management system, such as an agent or a potential buyer, may make an appointment to show a real property. The user may then proceed to the key delivery kiosk, which may advantageously be disposed at a real estate office. Using methods defined herein, the key delivery kiosk will receive the showing time period from the showing scheduling system, and will make a key available to the user at the time of the showing.

FIG. 19 depicts a key delivery kiosk integrated with a showing appointment making system. A showing appointment making system 1902, such as that disclosed earlier herein, or that disclosed in U.S. Pat. No. 6,973,432, is used to schedule appointments to view a real property, such as a condominium, town home, apartment building, or some other form of real property. A key kiosk system, such as that described in the background of this document, is coupled to the showing appointment making system 1902 by a network 1904. While any form of network may be used, such as, for example, a switched telephone network coupled to the key kiosk system 1908 and the showing appointment making system 1902 by analog modems (not shown), a local area network utilizing, for example, Ethernet or some other networking format, the disclosed system is especially well suited for use with a generally reliable public network such as the Internet. In an Internet based system, the showing appointment making system 1902 and the key kiosk system 1908 may be coupled to the Internet through a router (not shown), and may utilize an Ethernet connection (not shown).

The process by which the disclosed system may be used is generally described in FIG. 19 as well. First, a user makes an appointment to view a real property using the disclosed showing scheduling system. Based on the selected property, the showing scheduling system will determine which key delivery kiosk will be used to deliver a particular key to the user. The showing scheduling system may then interface with the appropriate key delivery kiosk and determine the key status, or, alternatively, the showing scheduling system may determine the key status from a local database. The key

delivery kiosk is then updated with appointment and access information, such as, for example, the start and end time of the appointment, as well as an identifier corresponding to a realtor who will conduct the showing. At the appropriate time the user goes to the kiosk and retrieves the key. The key kiosk then updates the showing scheduling system with the keys status; i.e., that the key is out with the user. The user then returns the key to the key kiosk, which then updates the showing scheduling system with the key's updated status; i.e., the key is available for use again.

FIG. 20 is a flowchart depicting one possible implementation of showing scheduling logic executed by the showing scheduling system 1902 and interfacing with the key kiosk 1908. This logic could be implemented, for example, as a software program running on a computer integrated into the showing scheduling system 1902. In step 2002, the showing scheduling method is entered. In step 2006, a user selects a property and time to make a showing appointment. This step may be performed, for example, by the user interfacing with a browser based showing scheduling interface, or some other form of interface. The showing scheduling system then determines which kiosk the key needs to be retrieved from in step 2010. This determination may be made, for example, by accessing a database associating key kiosks with properties, or by querying a list of key kiosks over a network until the appropriate key kiosk is located.

After determining the proper kiosk, the showing management system retrieves the status of the key associated with the property for which a showing is to be scheduled in step 2014. The showing management system may accomplish this step by accessing a key database maintained by the showing management system based on updates received from various key kiosks, or the showing management system may direct query the appropriate key kiosk for the status of the desired key. In step 2014, the showing scheduling system determines if a key is available for the selected property at the desired date and time. If no key is available, execution transitions to step 2022, where any other functionality necessary for the user may be performed. Such functionality may include, for example, displaying a schedule of when a key is available, and allowing the user to select a different time for the appointment. After any additional functionality is provided to the user, the method exits in step 2034. However, if a key is available for the selected property at the desired date and time of the appointment, a showing database is updated with the appointment information as well as the kiosk and possibly the key information in step 2026. In step 2030, the showing system updates the key kiosk 1908 with the appointment information as well, including an authorized user identifier, the appointment start time, the appointment end time, and a property identifier. The method then exits in step 2034.

FIG. 21 is a flowchart depicting one possible implementation of key retrieval logic executed by the key kiosk 1908 and interfacing with the showing scheduling system 1902. This logic could be implemented, for example, as a software program running on a computer integrated into the key kiosk system 1908. In step 2102, the key retrieval method is entered. In step 2106, the user identifies herself to the kiosk. One way to do this would be to enter a code associated with the individual user, such as, for example, an agent code. It should be noted that other forms of authorization could be used with the disclosed showing scheduling system. However, within the parameters of a user code security system, the disclosed method then checks to ensure that the correct code was entered within a predetermined number of attempts in step 2110. If not, execution proceeds to step 2114, which exits the method. However, if the code was entered correctly within an acceptable number of attempts, execution proceeds to step 2118, where the kiosk will make the key available to the user, such as, for example, by dispensing the key using a key dispensing mechanism. In

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step 2122, the key kiosk logs the key dispensing event, and then notifies the showing scheduling system in step 2126. The method then exits in step 2114.

FIG. 22 is a flowchart depicting one possible implementation of key monitoring logic that may be implemented as, for example, a software program executing on the showing scheduling system 1902 or the key kiosk 1908. In step 2202, the key monitoring logic method is entered. In step 2206, a check is conducted to determine if any key was checked out, but not timely returned. If not, the method exits in step 2216. However, if there are keys checked out that were not timely returned, contact information for users that checked keys out but did not return them are retrieved in step 2214. In step 2218, the users that were identified in step 2216 are notified through some mechanism, such as email, a telephone call, regular mail, text message, etc. Note that this monitoring logic will require access to a database associating user identifiers with contact information, and, accordingly, may be easier to implement as part of the showing scheduling system 1902.

In one implementation, when a showing agent fails to return the key to the key kiosk 1908 within a predetermined amount time (such as one hour or three hours) after her showing appointment time, she is not allowed to obtain an additional key from the key kiosk 1908 or a different key kiosk. This rule can be implemented by a software program running on the key kiosk 1908 or the showing scheduling system 1902 (including one or more servers). Referring to FIG. 23, a flowchart depicting a process by which the software program manages the key retrieval process is shown and generally indicated at 2300. At 2302, the software program receives the showing agent credential information that is manually entered by the agent at the key kiosk 1908 for the purpose of obtaining a key from the key kiosk 1908. For example, the showing agent enters her showing agent ID and/or a security code (such as a pin number or password) using a touch screen or keypad of the key kiosk 1908. Alternatively, the showing agent provides her authorization credentials by using an accessing device, such as a smartphone, to transmit her credentials to the key kiosk 1908 over a wireless connection (such as a Bluetooth, Infrared or WiFi connection).

At 2304, based on the showing agent's credential, the software program authenticates the showing agent. For example, the software program communicates with the showing scheduling system 1902 to authenticate the agent. As an additional example, the software program accesses a local database containing authentication information to authenticate the agent. After the agent is authenticated, at 2306, the software program authorizes the showing agent's access to the key kiosk 1908. For example, at 2306, the software program determines whether the showing agent has not returned any checked-out key(s) to the key kiosk 1908 or a different key kiosk. In one implementation, the software program requests the system 1902 to determine whether the showing agent has possession of any unreturned key that should have been returned. The system 1902 accesses a database to determine whether there is any key that the showing agent still have possession of a key that has not been returned beyond a predetermined timeframe from any key kiosks. If so, at 2308, the software program denies the showing agent's request for a key. For example, the software program displays a denial message on a screen of the key kiosk 1908, or plays a sound indicating the denial. In other words, at 2308, the key kiosk 1908 refuses to dispense a key to the showing agent.

Turning back to 2306, if the showing agent does not have any unreturned keys, at 2310, the key kiosk 1908 dispenses a key for the showing agent to access a real property (or property for short). As used herein, a property is also referred to as a listing or property listing. At 2312, the software program logs the key dispensing event. In one

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implementation, the software program logs the event by recording the event in a local database. In a further implementation, at 2314, the software program communicating the event to the system 1902, which records the event in a database, such as a relational database. The record or records in the database indicate the showing agent, the dispensed key, the key kiosk 1908, date and time when the key is dispensed, etc.

When the showing agent returns the key, she may return it to the key kiosk 1908 from which the key is dispensed, or a different key kiosk. The system 1902 then updates a database to indicate that the showing agent has returned the key. Turning to FIG. 24, a sequence diagram depicting a process by which key return status is updated is shown and generally indicated at 2400. When the showing agent retrieves the key from the key kiosk 1908, and returns it to a different key kiosk 2400, at 2406, a software program running on the key kiosk 2402 determines that the key has been returned to the key kiosk 2402. At 2408, the software program notifies a server 2404 within the showing scheduling system 1902 that the key has been returned to the key kiosk 2402 by, for example, sending a message, making a web request or calling a web interface to the server 2404. The notification further indicates that the key is now available at the key kiosk 2402, instead of the key kiosk 1908. At 2410, a server software program running on the server 2404 receives the notification, and updates a database reflecting the fact that the key has been returned to the key kiosk 2402 by the showing agent. In a further implementation, at 2412, the database is updated to indicate that the returned key is no longer available at the previous key kiosk 1908.

Moreover, the server software program or a different software program running on a different server provides a report indicating the available keys at each key kiosk, when a key is dispensed (meaning checked out), when a key is returned (meaning checked in), the key kiosk where a key is dispensed, the key kiosk where a key is returned, etc. At 2414, the software program generates the report. The report can be generated in response to a request through a web page. Alternatively, the server software program generates the report as part of a background process. For example, at 2:00 AM each morning, the server software program generates the report and saves it on a storage device.

In one embodiment in accordance with the present teachings, when the showing agent schedules a showing appointment to show a property by accessing the showing appointment scheduling system 1902, a barcode (such as a Quick Response Code (QR code)) is generated for retrieving a key from the key kiosk 1908. The retrieved key is used to access the property. For example, the showing agent presents the QR code for scanning by the key kiosk 1908. The software program running on the key kiosk 1908 retrieves information contained in the QR code, and authenticate and authorize the agent based on such information. The retrieved information may include, for example, an identifier of the property, the key kiosk 1908 that contains the key, the showing appointment time (such as beginning time and end time of the showing appointment), the showing agent ID of the showing agent, an access code (such as a pin number), etc.

In one implementation, a server software program running on a server, such as the server 2404, within the system 1902 generates the QR code and presents the QR on a web page. The web page containing the QR code is displayed on a mobile communication device, such as a smartphone, that is used and operated by the showing agent. The showing agent then has the QR code scanned by the key kiosk 1908 for retrieving the key. Alternatively, a mobile software program running on the smartphone generates the QR code, and displays it on the screen of the smartphone for scanning by the key kiosk 1908.

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Turning to FIG. 25, a sequence diagram depicting a process by which the QR code is used to retrieve a key from the key kiosk 1908 is shown and generally indicated at 2500. At 2502, the server software program creates a showing appointment identifying the showing appointment beginning time, the showing appointment end time, the property, and the showing agent for the showing appointment. The server software program further saves the generated showing appointment into a database operatively coupled to the server 2404. At 2504, the server software program determines the key kiosk, such as the key kiosk 1908, that contains one or more keys to the property of the showing appointment. The determination can be achieved by, for example, querying the database that includes one or more database records indicating the association between keys, key kiosks and properties.

At 2506, the server software program automatically sends the showing appointment related data (such as showing appointment data and an access code) to the key kiosk 1908 over the network 1904 (such as the Internet). For example, the showing agent ID and the beginning time and end time of the showing appointment are sent to the key kiosk 1908. Alternatively, a security code or a pin number is sent to the key kiosk for the showing appointment. The security code is also provided to the showing agent by, for example, displaying it on a web page when the showing agent makes the showing appointment, or sending it to the smartphone using a text or Email message.

In a further implementation, a starting key retrieval time before the beginning time of the showing appointment is also sent to the key kiosk 1908. The starting key retrieval time determines the earliest time when the agent can access the key kiosk 1908 to obtain the key for the showing appointment. For example, when the showing appointment is from 2:00 PM to 2:45 PM on Apr. 18, 2014, and the starting key retrieval time is 1:45 PM, the agent is only allowed to access the key kiosk 1908 on or after 1:45 PM on Apr. 18, 2014 for retrieving a key to access the property for the scheduled showing appointment. In a different implementation, the element 2506 is not performed. In such a case, the key kiosk 1908 replies on the server 2404 or the system 1902 to make certain decisions. In alternate embodiments, the starting key retrieval time is not set or enforced, or set to a large number.

At 2508, the server software program sends the showing appointment and information (such as ID and location) of the key kiosk 1908 to a mobile device (such as the smartphone) 2552 used by the showing agent. As used herein, the mobile device is said to be associated with the showing agent. In a further implementation, the security code or the pin number sent to the key kiosk 1908 is also provided to the showing agent by, for example, displaying it on a web page when the showing agent makes the showing appointment, or sending it to the mobile device 2552 using a text or Email message. At 2510, the mobile software application running on the mobile device 2552 receives the showing appointment and other data, and generates and displays the QR code. Alternatively, at 2510, the mobile device 2552 displays a web page including the QR code. In such a case, the web page and the QR code are generated by the server 2552.

At 2512, the showing agent presents the QR code for being scanned by the key kiosk 1908 incorporating a QR code scanner device. At 2514, the key kiosk 1908 scans the QR code. At 2516, the software program running on the key kiosk 1908 authenticates and authorizes the showing agent based on the information contained in the QR code. For example, the software program authenticates the showing agent by checking when the showing agent ID and showing appointment time match that received at 2506.

In a different implementation, the software program sends the showing appointment data retrieved from the QR code to the server 2404 for authentication and/or authorization. It

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should be noted that, at 2516, the agent can be required to enter a security code, pin number, passcode, password, etc., for accessing the key kiosk 1908 to retrieve a key. When the showing agent is authenticated and authorized at 2516, at 2518, the key kiosk 1908 dispenses a key to the agent for accessing the property. It should be noted that the agent may scan the QR code before the starting key retrieval time for the showing appointment. In such a case, the agent is not authorized to retrieve a key from the key kiosk 1908, which will not dispense the key.

In a further implementation, the physical location (meaning geographical location) of the showing agent is used to authenticate and authorize the showing agent for dispensing a key. As used herein, the physical location of the mobile device 2552 is regarded as the physical location of the showing agent. The physical location of the mobile device 2552 is, for example, its GPS (Global Positioning System) location. Alternatively, the physical location of the mobile device 2552 is determined using cellular phone triangulation technologies, or inertia tracking systems. Referring to FIG. 26, a sequence diagram depicting a process by which the physical location of the showing agent is used to retrieve a key from a key kiosk is shown and generally indicated at 2600. At 2502, the server software program generates a showing appointment and stores it into a database. At 2504, the server software program determines the key kiosk 1908 that contains a key for accessing the property for which the showing appointment is made by the showing agent. At 2506, the server software program optionally sends the showing appointment and other data to the key kiosk 1908 over the network 1904.

At 2602, the mobile software program periodically retrieves the GPS location of the mobile device 2552, and provides the GPS locations to the server software program. For example, the GPS location (represented by GPS coordinates) is retrieved by calling an Application Programming Interface ("API"). The GPS coordinates can also be provided by registering a GPS location listener with a GPS system running on the mobile device 2552. At 2604, based on the GPS locations, the server software program determines that the mobile device 2552 is within a predetermined range (defined by a radius or blocks) from the physical location of the key kiosk 1908. At 2606, the server software program notifies the key kiosk 1908 by, for example, sending a message to the key kiosk 1908 over the network 1904 that the showing agent is near the key kiosk 1908 now. In other words, the showing agent is within a predetermined range (such as within one hundred feet) from the key kiosk 1908.

At 2608, the showing agent accesses the key kiosk 1908 trying to retrieve a key to access and show the real property by entering, for example, an access code. The access code can be, for example, her showing agent ID, a security code, a pin number, a passcode, or password. At 2610, the software program running on the key kiosk 1908 retrieves the access code. At 2612, the software program authenticates and authorizes the showing agent based on the access code, the notification sent at 2606, and the showing appointment and other data sent at 2506. For example, the agent is authenticated because of the correct access code is entered and the fact that the showing agent is nearby the key kiosk 1908. In addition, the showing agent is authorized to retrieve a key when she has a showing appointment to show the property and the current time is after the starting key retrieval time for the showing appointment. When the showing agent is authenticated and is authorized to use a key to access the real property, at 2518, the key kiosk dispenses the key.

After the showing of the property, the showing agent returns the key to the key kiosk 1908. In a further implementation, the showing agent is not required to return the key to the key kiosk 1908, and can return the key to a

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different key kiosk, such as the key kiosk **2402**. For example, the showing agent forgets about returning the key to the key kiosk **1908** and leaves the property after the showing. In such a case, as further illustrated by reference to FIG. **27**, the showing agent uses the mobile software application running on the mobile device **2552** to locate key kiosks near her physical location.

Referring to FIG. **27**, a sequence diagram depicting a process by which the mobile software application presents nearby key kiosks to the showing agent is shown and generally indicated at **2700**. At **2702**, the mobile software application requests for key kiosks near (e.g., within five miles) the showing agent's current physical location by, for example, calling a web service interface of or makes a web request (such as a HTTP request) to the server **2404** over an Internet connection. In one implementation, the physical location is identified by the GPS location of the mobile device **2552**. The GPS location is received from the mobile device **2552**. The request further indicates the current GPS location of the mobile device **2552**, and the identification of the showing agent. At **2704**, the server selects key kiosks that are close (meaning within a predetermined range) to the showing agent and are configured to receive the key. At **2706**, the server returns a list of key kiosks over an Internet connection. Each key kiosk is indicated by, for example, a GPS location. At **2708**, the mobile software application displays the list of key kiosks on a screen of the mobile device **2552**. For example, the list of key kiosks is displayed on a map. The showing agent then selects a key kiosk to return the key. Alternatively, the list of key kiosks are displayed on a web page provided by the server **2404**.

Often times, a showing agent shows multiple properties in a showing tour route. For example, the showing agent shows four properties during a time frame of five hours. A server software program running on the server **2404** determines the tour route based on, for example, the showing appointment time and GPS location for each of the multiple properties. When access to one or more of the multiple properties requires the showing agent to obtain a key from a key kiosk, it is desirable to include the key kiosk in the showing tour route. The destination and direction to the key kiosk take the showing agent to the key kiosk before she shows the corresponding property. The improved showing tour route generation is further illustrated by reference to FIG. **28**.

Referring to FIG. **28**, a flowchart depicting a process by which the server **2404** determines a showing tour is shown and generally indicated at **2800**. At **2802**, the server software program receives a request from, for example, the mobile device **2552** to generate a showing tour. At **2804**, the server software program determines a set of properties to be shown by the showing agent during the showing tour. For example, through a web page, the showing agent selects the set of properties for her showing tour. As an additional example, by accessing the showing appointment scheduling system **1902**, the showing agent makes a set of showing appointments to show the set of properties. The set of showing appointments identifies the set of properties. Each property has a physical location.

At **2806**, the server software program determines a subset of properties of the set that require a physical key from a key kiosk to access. The key requirement can be preconfigured and stored in a database. At **2808**, the server software program determines a key kiosk for each property in the subset. From the selected key kiosk, the showing agent can check out a key to access the corresponding property. It should be noted that the selected key kiosk needs to have a key available for accessing the corresponding property at the scheduled time of showing. The key availability status for each key kiosk is stored in a database or memory. At **2810**, the server software program generates a showing tour with stops at each property in the set and each key kiosk in the set of key kiosks. In the generated tour route, each key kiosk is

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placed immediately before the corresponding property. A sample showing tour is further illustrated by reference to FIG. **31**. The tour **3100** starts from the current position **3102** of the showing agent with the first stop being a property **3104**. The second stop is a property **3106**. The third stop **3108** is a key kiosk containing a key for accessing a property **3110**. The property **3110** is the fourth stop of the tour **3100**. The fifth stop of the tour **3100** is a property **3112**. It should be noted that directions are not displayed in FIG. **31** for the purpose of simplicity and clarity of illustration.

Turning back to FIG. **28**, at **2812**, the server software program sends the generated showing tour to the mobile device **2552**. For example, the showing tour is presented on a web page. As an additional example, the showing tour is sent to the mobile device **2552** in an Email message or a text message. The showing tour includes a destination address and directions to the destination address for each stop within the tour. The directions are determined based on the immediate preceding stop.

The showing agent sometimes shows multiple properties with common facilities within a short time frame, such as two or three hours. For example, the showing agent shows two condos or apartments of the same building during a single visit to the building. The two condos have a shared main building entrance and/or garage. To access each of the two condo, the showing agent needs a key to enter the main building entrance and a separate key to access the specific condo. However, the showing agent only needs a single key for entering the main building and two separate keys to access the two condos. In such a case, it is desirable that the key kiosk only dispenses a single (not two) key for accessing the main building entrance and two additional keys for the two condos.

Referring now to FIG. **29**, a sequence diagram depicting a process by which only a single key to common facilities is dispensed when multiple properties are shown. At **2902**, the server **2404** within the showing appointment scheduling system **1902** creates a set of showing appointments for showing a corresponding set of properties (such as the two condo of the example above). At **2904**, the server **2404** determines the key kiosk (such as the key kiosk **1908**) that contains available keys for the corresponding set of properties. At **2906**, the server **2404** automatically sends the set of showing appointments to the key kiosk **1904** over the network **1904**. In a further implementation, at **2906**, the server **2404** sends one or more access codes (such as the showing agent's ID) corresponding to the set of showing appointments to the key kiosk **1904**.

When the showing agent accesses the key kiosk **1908** to retrieve the keys for the two condos, she enters the access code. At **2908**, the key kiosk **1908** retrieves the access code through an input device of the key kiosk **1908**. At **2910**, the key kiosk **1908** authenticates and authorizes the showing agent based on the access code and the showing appointments. In a different implementation, the key kiosk **1908** sends user input (such as the access code entered by the showing agent) to the server **2404** for authentication and/or authorization. In such a case, the key kiosk **1908** relies on the decision by the server **2404** to determine whether to dispense a key(s) to the showing agent.

When the showing agent is successfully authenticated and authorized, at **2912**, the key kiosk **1908** determines that only a single key to a common facility (such as the main building entrance in the example above) is needed to access each property in the set of properties. In a different implementation, the decision that only a single common key is needed is made by the server **2404**, and sent to the key kiosk **1908**. At **2914**, the key kiosk **1908** dispenses the single common key and one additional key for each property in the set of properties.

Sometimes, one showing agent physically hands over a key to another showing agent without first returning the key

to the key kiosk from which the key is dispensed. In such a case, the showing appointment scheduling system **1902** coordinates the key transfer as further illustrated in FIG. **30**. Referring now to FIG. **30**, a sequence diagram depicting a process by which the system **1902** coordinates the key transfer is shown and generally indicated at **3000**. After the first showing agent transfers a key for accessing a property, she presses, for example, a button provided by the mobile software application running on an associated mobile device **3002** to indicate that she has transferred the key to the second showing agent operating the mobile device **2552**.

At **3004**, the mobile software application notifies the server **2404** of the transfer of the key by, for example, sending a message to or calling an application programming interface of the server **2404** over an Internet connection. The message indicates that the first agent has transferred the key to the second agent. The agents are identified by, for example, their showing agent IDs. The ID of the second showing agent can be entered on the mobile device **3002** by the first showing agent. Alternatively, the ID of the second showing agent is programmatically determined based on, for example, her showing appointment, the ID of the first showing agent, and the time of the key transfer. At **3006**, the server **2404** sends a confirmation request to the mobile device **2552** over the Internet requiring the second showing agent to confirm the key transfer. The request can be, for example, a text message, an Email message, a phone call, or a proprietary application message.

At **3008**, the mobile software application running on the mobile device **2552** confirms the key transfer by sending, for example, a replying text message, a replying Email message, a replying phone call, or a replying proprietary application message to the server **2404**. At **3010**, the server **2404** updates the status of the transferred key. For example, the updated status indicates that the key has been checked out by the second showing agent, instead of the first showing agent. In other words, at **3010**, the server **2404** indicates that the key has been returned by the first showing agent, and is checked out by the second showing agent. The status update is recorded in a database.

Obviously, many additional modifications and variations of the present disclosure are possible in light of the above teachings. Thus, it is to be understood that, within the scope of the appended claims, the disclosure may be practiced otherwise than is specifically described above. For example, a QR code or RFID (meaning Radio Frequency Identification) tag is printed on each key. When the key is obtained from and returned to a front desk person. The front desk person scans the QR code or RFID tag when the key is checked out and checked in. The scanner is connected to a computer which sends the key status to the server **2404**.

The foregoing description of the invention has been presented for purposes of illustration and description, and is not intended to be exhaustive or to limit the invention to the precise form disclosed. The description was selected to best explain the principles of the invention and practical application of these principles to enable others skilled in the art to best utilize the invention in various embodiments and various modifications as are suited to the particular use contemplated. It is intended that the scope of the invention not be limited by the specification, but be defined by the claims set forth below. In addition, although narrow claims may be presented below, it should be recognized that the scope of this invention is much broader than presented by the claim(s). It is intended that broader claims will be submitted in one or more applications that claim the benefit of priority from this application. Insofar as the description above and the accompanying drawings disclose additional subject matter that is not within the scope of the claim or claims below, the additional inventions are not dedicated to the public and the right to file one or more applications to claim such additional inventions is reserved.

What is claimed is:

**1.** A method of dispensing a key from a key kiosk comprising:

scheduling a first appointment for showing a first real property using a showing scheduling system, said first appointment including a date, time, and user identifier; said showing scheduling system determining a first key kiosk containing a first set of keys associated with said first real property;

said showing scheduling system determining whether there is a first key within said first set of keys that is available for said first appointment date and time;

where said first key is available for said first appointment date and time, a server within said showing scheduling system automatically communicating said first appointment to said first key kiosk over the Internet, wherein said first key kiosk is adapted to:

dispense a plurality of keys corresponding to a plurality of real properties and including said first set of keys; receive said first appointment from said showing scheduling system;

authorize a first user based on said first appointment; where said first user is authorized, dispense said first key; and

communicate to said showing scheduling system a first status of said first key as dispensed to said authorized first user from said first key kiosk;

said showing scheduling system receiving said first status of said first key;

said showing scheduling system receiving a request for nearby key kiosks from a mobile device associated with said first user;

said showing scheduling system receiving a physical location of said mobile device over the Internet;

said showing scheduling system selecting a set of key kiosks that are within a predetermined range from said physical location; and

said showing scheduling system sending said set of key kiosks to said mobile device, said mobile device receiving said set of key kiosk and displaying said set of key kiosks on a screen of said mobile device.

**2.** The method of claim **1**, wherein said first key kiosk is further adapted to:

determine that said authorized first user had checked out a second key that has not been returned; and

where the second key has not been returned, refuse to dispense said first key.

**3.** The method of claim **1**, wherein said first key kiosk authorizes said first user by scanning a barcode, said barcode containing identification information of said first user.

**4.** The method of claim **3**, wherein said barcode is a QR code.

**5.** The method of claim **1** further comprising:

determining that said first user is within a predetermined range from a physical location of said first key kiosk; and

notifying said first key kiosk that said first user is within said predetermined range from said physical location, wherein said key kiosk authorizes said first user when said first user enters a correct access code.

**6.** The method of claim **5**, wherein said physical location is a GPS location.

**7.** The method of claim **1** further comprising:

scheduling a second appointment for showing a second real property using said showing scheduling system, said second appointment including a date, time, and user identifier;

said showing scheduling system determining said first key kiosk containing a second set of keys associated with said second real property, said plurality of keys including said second set of keys;

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said showing scheduling system determining whether there is a second key within said second set of keys that is available for said second appointment date and time; where said second key is available for said second appointment date and time, said server automatically communicating said second appointment to said first key kiosk over the Internet, wherein said first key kiosk is adapted to:

- receive said second appointment from said showing scheduling system;
- determine that a single common key is needed in order to access said first real property and said second real property where said first user is authorized, dispense said single common key and said second key; and
- communicate to said showing scheduling system a first status of said second key as dispensed to said authorized first user from said first key kiosk; and

said showing scheduling system receiving said first status of said second key.

8. The method of claim 1 further comprising said showing scheduling system receiving a second status of said first key as returned to said first key kiosk from said first key kiosk over the Internet.

9. The method of claim 1 further comprising said showing scheduling system receiving a second status of said first key as returned to a second key kiosk from said second key kiosk over the Internet.

10. The method of claim 1 further comprising:

- said showing scheduling system receiving a notification from said mobile device associated said first user, said

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- notification indicating that said first user has transferred said first key to a second user;
- said showing scheduling system sending a confirmation request to a second mobile device associated with said second user;
- said showing scheduling system receiving a confirmation from said second mobile device, said confirmation indicating that said second user has received said first key; and
- said showing scheduling system indicating that said key is checked out by said second user.

11. The method of claim 1, wherein said physical location is a GPS location.

12. The method of claim 1 further comprising:

- said showing scheduling system receiving a request for generating a showing tour including a set of properties from said mobile device associated with said first user;
- said showing scheduling system determining a subset of properties within said set of properties that each require a key for access, said keys for said subset of properties contained in a set of key kiosks;
- said showing scheduling system generating a showing tour including said set of properties and said set of key kiosks; and
- said showing scheduling system sending said showing tour to said mobile device, wherein said mobile device receives said showing tour and displays said showing tour on said screen of said mobile device.

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